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ABSTRACT

The six surveys on photocopying and publishing activity in America that are described in this report were conducted in 1981 to assess the effectiveness of the 1976 Copyright Act in balancing the rights of creators and the needs of users for copyrighted works. An indication of their statistical precision precedes detailed reports on each type of survey used. These reports discuss the methodology and results of: (1) a library survey of purchasing, photocopying, reserve, online searching, and interlibrary lending and borrowing activities in U.S. public, academic, federal, and special libraries; (2) a second, more precise phase of the library survey involving compilation of two logbooks for interlibrary loan transactions and staff-conducted photocopying of library materials in 150 selected U.S. libraries; (3) a survey of U.S. book and serial publishers covering their publications, revenues, receipt of photocopying permission requests, licenses with document delivery services, and sales of reprints and article copies; and (4) two library user surveys conducted in 21 U.S. public, academic, federal, and special libraries to collect data on user photocopying practices and requests for interlibrary loans. More than 90 tables of study findings are provided and four appendices contain sample questionnaires, log forms, cover letters, and survey instructions. (Author/ESR)

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Libraries, Publishers and Photocopying:

Final Report of Surveys Conducted for the United States Copyright Office

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Dennis D. McDonald, Ph.D.
King Research, Inc.
May 1982

DEDICATION

To authors worldwide, the photocopying of whose words is the subject of the data described in this report.

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SECTION 1

INTRODUCTION AND SUMMARY

1.1 Introduction

The surveys reported in the following pages had their genesis in the passage by Congress in 1976 of the new copyright law. The following are quotations from the Request for Proposal (RFP) for this study, issued June 8, 1980 by the U.S. Copyright Office of the Library of Congress.

> The Copyright Law of the United States was completely revised in 1976, effective, for the most part, 1 January 1978. It grants to authors and other copyright owners the exclusive right to reproduce their copyrighted works and to authorize others to do so, subject to certain limitations. (17 U.S.C. Section 106(1)). The limitations of concern for the purpose of this solicitation are found in the next two sections of the law. (17 U.S.C. Sections 107 & 108). The former codifies the judicial doctrine of "fair use," which permits reproduction of copyrighted works without the copyright owner's authorization in some instances, and the latter creates specific exemptions from liability for the preparation of certain copies or phonorecords by qualifying libraries or archives.
>
> It was Congress' belief that section 107 did not change the nature of fair use in any way, but it was clear to all concerned that section 108 broke new ground in terms of American statutory copyright language. Because the provisions of section 108 were a dramatic departure from prior law, Congress asked the Register of Copyrights to report to it every five years, starting 3 January 1983, about "the extent to which this section has achieved the intended statutory balancing of the rights of creators, and the needs of users." As part of the preparation of this report the Register intends to obtain both subjective views and objective data. The latter are being sought, in part, by this solicitation and both are the subject of continuing hearings being held by the Copyright Office.
>
> The objective of the desired survey is the gathering and analyzing of data which will help to assess whether or not section 108 of the Copyright Act of 1976 has achieved the intended statutory balancing between the rights of creators and the needs of users of copyrighted works. To achieve that end the Copyright Office has formulated several questions which it desires to have the contractor answer, and, where appropriate, table shells whose completion should contribute to that end. It is anticipated that the contractor will survey appropriate samples from specific universes and,

whenever possible, refer to reliable information which has already been published. Photocopying occurring in the United States and American publishers are to be surveyed.

In response to its proposal, the contract was awarded to King Research, Inc., of Rockville, Maryland, which had conducted a previous library photocopying study sponsored by the National Commission on Libraries and Information Science (NCLIS), the National Science Foundation (NSF), and the National Commission on New Technological Uses of Copyrighted Works (CONTU).[1]

Surveys were conducted during 1981, and responses from survey participants were received through February of 1982. Drafts of the Final Report were submitted to the Copyright Office from January through April of 1982 and the Final Report was accepted by the Copyright Office in May, 1982.

1.2 Summary

1.2.1 Methods

Six surveys were conducted during the course of the study. These are summarized below.

Library Photocopying Survey, Phase One

The lengthy questionnaire for this survey was mailed in two waves to a sample of 790 U.S. public, academic, federal, and special libraries. A total of 554 useable responses were received, for a response rate of 70%. Major topics covered in the questionnaire were library materials budget, photocopying operations, photocopying permission requests, incoming and outgoing interlibrary loan requests, and reserve operations.

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[1] King Research, Inc. Library Photocopying in the United States. Washington, D.C.: U.S. Government Printing Office, 1977.

Library Photocopying Survey, Phase Two: Interlibrary Request Log

A total of 149 libraries from the Phase One set of respondents participated in Phase Two. This involved filling out the "Interlibrary Request Log" during three sample periods during 1981. A total of 7,651 Interlibrary Request Logs were completed. These forms were filled out each time the sample library requested a book, serial, or other item via interlibrary loan during the sample period. The data collected in this survey included the type of item requested, the date of publication, the type of requestor, whether the request was filled, whether a photocopy was supplied, and whether a copyright notice was present on the received photocopy.

Library Photocopying Survey, Phase Two: Photocopying Transaction Log

A total of 150 libraries (essentially the same set as those which completed the Interlibrary Request Log) also filled out the Photocopying Transaction Log. It was designed to record transactions involving staff-conducted photocopying of library materials. Data collection periods paralleled those of the Interlibrary Request Logs. We received forms covering a total of 15,863 transactions in this survey. Data recorded on the Photocopying Transaction Log included the type of item copied, date of publication, number of copies, type of requestor, the presence of a copyright notice, and the copying library's interpretation of the copyright law regarding that transaction.

Publisher Survey

The Publisher Survey questionnaire was mailed to 450 U.S. book and serial publishers. Useable responses received totalled 231 for a response rate of 51 percent. Topics covered by the questionnaire included the number of titles published, price and circulation of serials, income changes between 1976 and 1980, number of photocopying permission requests received, number of licenses with document delivery services, and income from photocopying royalties.

Library User Survey Questionnaire 1

Twenty-one public, academic, federal, and special libraries agreed to allow the stationing in their libraries of interviewers to conduct short interviews with library users. Questionnaire 1 involved interviewing library patrons

("users") as they entered the library. They were queried about their past photocopying of library materials and their use of interlibrary loan services. A total of 1,157 Questionnaire 1 interviews were conducted.

Library User Survey Questionnaire 2

The purpose of Questionnaire 2, conducted in the same libraries as Questionnaire 1, was to query library users about the photocopying they were doing on coin-operated and user-operated machines located in the library. A total of 823 interviews resulted from this survey. Among the topics covered were the type and date of the item being copied, whether users were copying library materials, past interlibrary requests, and users' interpretations of the copyright notice.

1.2.2 Summary of Findings

1.2.2.1 Library Photocopying Survey Phase One

- Between 1976 and 1980, the number of public, academic, federal, and special libraries increased from 21,280 to 22,050.

- Approximately 70.3 percent of these libraries reported having at least one photocopying machine.

- 70 percent of the 110,200 photocopying machines in U.S. libraries in 1980 were coin-operated. The proportion of machines in 1976 which were coin-operated was 71 percent.

- The majority (85.9%) of the photocopying machines in U.S. libraries have a copyright warning.

- While many libraries did not report the number of impressions made on their machines, we estimate that libraries with machines average 273,000 impressions per year. The largest reported mean was by academic libraries, which reported a mean of 513,300 thousand impressions per library.

- More than half (54.4%) of libraries reported that there were photocopying machines outside of but "within walking distance" of the library, indicating the ease with which library users can copy circulating materials outside the library. Nearly all (94.1%) of special libraries associated with for-profit organizations reported machines "within walking distance" of the library.

- Almost a third (29.5%) of all libraries report not charging users for photocopying. This ranges from a high of 81.2 percent for special-for-profit libraries to a low of 3.7 percent for public libraries. About half the public libraries (52.6%) and academic libraries (52.1%) charge users either for the copying they do for themselves or for copying done by library staff in response to users' requests.

- More than two-fifths (45.5%) of all libraries reported restrictions on photocopying based on whether or not copyrighted items can be copied. This ranges from 61.1 percent federal libraries having copyright-related restrictions to 37.6 percent for public libraries.

- Approximately 3,900 libraries have "reserve operations" in which photocopies are kept for library users. The majority of these (74.2%) are located in academic libraries.

- Approximately 68 percent of academic libraries with reserve operations report having made changes in reserve operations in response to the new copyright law. The main change reported by these libraries appears to be that more responsibility has been placed on college instructors for obtaining copyright permission.

- Nearly all (91.2%) of libraries which make or obtain photocopies transmitted interlibrary loan (ILL) requests to other libraries in 1980. Only 18.2 percent of these libraries refused at any

time during 1980 to forward ILL requests to other libraries. However, approximately two-fifths (40.2%) of academic libraries which made ILL requests also reported instances in which they had refused to forward ILL requests to other libraries due to copyright.

- Almost half (46.6%) of all libraries report retaining ILL forms for three years or more, while about one-third (36.2%) maintain counts of the number of times articles are requested from individual serial titles. Counts of articles requested from specific serial titles are kept by 60.2 percent of academic libraries.

- The majority (84.7%) of libraries which make or obtain photocopies received ILL requests from other libraries in 1980. Only 16.4 percent of these libraries refused at any time to fill ILL requests due to copyright. However, academic libraries were the most likely to report having refused to fill ILL requests due to copyright interpretations. Nearly one-third (30.3%) of the approximately 3,000 academic libraries which received requests reported instances in which they had refused filling ILL requests due to copyright.

- Only 12.2 percent of libraries which make or obtain photocopies requested permission from copyright owners to make photocopies in 1980. However, academic libraries were the most frequent to do so, with about one-fifth (23.2%) having made such permission requests in 1980.

- An estimated 53,600 photocopying permission requests were initiated by U.S. libraries in 1980. An estimated 49,800 permissions to photocopy were received during 1980.

- Only 5.9 percent of U.S. libraries report having made royalty payments for photocopying in 1980, ranging from 1.2 percent for public libraries to 19.8 percent of special-for-profit libraries.

- Approximately 2,000 U.S. libraries made use of commercial document delivery services in 1980.

- Libraries spent approximately $6 million on commercial document delivery services in 1980. The majority of this total (95%) was spent by special libraries in for-profit organizations.

- Libraries which make or obtain photocopies conducted approximately 3,900,000 computerized bibliographic database searches in 1980. Approximately 146,000 documents were ordered online by these libraries.

1.2.2.2 Library Photocopying Survey Phase Two - Interlibrary Requests

- In 1981, a total of approximately 25 million interlibrary loan requests were initiated by U.S. public, academic, federal, and special libraries. The majority of these requests (approximately 58%) were initiated by public libraries.

- Approximately one-third (33.8%) of interlibrary loan requests were for serials. Academic libraries accounted for the largest proportion (38.3%) of all serial ILL requests.

- Libraries refused to forward only 1.9 percent of ILL requests to other libraries; the CONTU 5-copy guidelines were cited as the reason for this refusal in only a minority of cases, the majority of refusal reasons being that the item was already owned by the library, it had not yet been published, or a source could not be identified.

- Forty-two percent of all ILL requests (approximately 10.3 million requests) were filled with originals, the majority of these being accounted for by public library book requests. Twenty-eight percent of all requests initiated by public, academic, federal, and special libraries (approximately 7.0 million requests) were filled with photocopies.

- About three-tenths (31.5%) of all requests were for materials published during the past three years.

- Approximately 7 million interlibrary loan requests were filled with photocopies. More than half of these filled requests, 56.7 percent, contained a copyright notice or indication of copyright status supplied by the library which filled the requests.

- 6.5 million serial ILL requests in 1981 were filled with photocopies. This represents a nine percent increase over 1976. Academic, federal, and special libraries all noted an increase in the number of serial requests filled with photocopies of 16, 36, and 10 percent respectively. Public libraries, however, experienced a 22 percent decline between 1976 and 1981 in the number of their serial ILL requests filled with photocopies.

- Of the 55 public and 89 academic libraries sampled which supplied data in both the 1976 photocopying study and the survey reported here, 33 percent and 42 percent, respectively, reported actual decreases in annual outgoing interlibrary loan request volume. We interpret this to mean that growth (or decline) in interlibrary loan request volume is uneven and possibly subject to many factors, including overall shifts in demand, economic conditions, as well as possible restrictions related to the new copyright law.

1.2.2.3 Library Photocopying Survey Phase Two: Library Staff-Conducted Photocopying Transactions

- Note: The data summarized below concern the photocopying of library materials by library staff. Photocopies made by library patrons are not included here.

- Public, academic, federal, and special library staff were involved in 22.6 million photocopying transactions involving library materials in 1981. Three-fifths (61.6%) of these transactions involved source items which bore a copyright notice.

- Almost three-fifths (57.9%) of all staff photocopying transactions involved serials. Of these serial transactions, 77.8 percent involved serials which bore a notice of copyright.

- The majority, 68.6 percent, of all photocopying transactions involved the making of one copy.

- Approximately 76.3 percent of all serial photocopying transactions involved the making of one copy.

- Libraries claimed "fair use" as the copying status in 53.7 percent of all photocopying transactions; section 108 of the copyright law, or the CONTU "rule of 5" was claimed for 21.3 percent of the photocopying transactions.

- Academic libraries reported making 24.1 million photocopies in 1981, representing a 45 percent increase over 1976. Federal libraries reported a small increase of three percent in the number of copies produced, up from 7.0 million in 1976 to 7.2 million in 1981.

- Public and special libraries both reported decreases in the total number of copies made between 1976 and 1981. Public libraries report a decrease of 23 percent, down from 64.3 million in 1976 to 49.6 percent in 1981. Special libraries report a substantial decline, down 45 percent from 26.0 million in 1976 to 14.5 million in 1981.

- Taking these statistics together, there was an overall decrease of 16 percent in the number of copies made of books, serials, and other materials, down from a total of 113.9 million copies in 1976 to 95.4 million copies in 1981.

- It is impossible to say with certainty why the overall number of copies made by library staff decreased between 1976 and 1981. Possible explanations include reduced demand, economic conditions, and copyright. However, it does appear that serial photocopying decreased more than book copying. Serial photocopying declined

by 21 percent in terms of the number of copies made, while book photocopying remained essentially unchanged, with a modest two percent increase. We hypothesize that serial photocopying is more sensitive to interpretations of the copyright law; this may account for some of the reported decline in serial photocopying.

1.2.2.4 Publisher Survey

- Based on our analysis of overlap among the various sample sources used in the publisher survey, we estimate that there were approximately 10,700 book and serial publishers in the U.S. in 1980. About one-third (32.6%) published scholarly, scientific, or technical (SST) journals.

- Altogether, U.S. publishers published a total of 20,400 serial titles in 1980, an increase of approximately 21 percent over the 16,900 serial titles published in 1976.

- Approximately 11,100 of the total 20,400 serial titles published in 1980 displayed, according to respondents, a notice of copyright.

- Approximately three-fifths (59.5%) of SST journals had a circulation of 5,000 or less in 1980.

- About 14.5 percent of SST journals had circulation increases of more than 20 percent between 1976 and 1980, and an equal number (14.5 percent of titles) decreased in circulation.

- Approximately two-thirds (62.1%) of U.S. SST journals had an annual individual U.S. subscription price in 1980 of $20.00 or less, while 44.9 percent reported an institutional subscription price of $20.00 or less.

- Almost two-thirds (59.0%) of SST journal titles' institutional U.S. subscription prices changed by $10.00 or less between 1976 and 1980. Only 7.1 percent reported increasing their institutional subscription prices by $20.00 or more.

- The mean gross sales revenue for all U.S. serial publishers increased 68 percent in current dollars between 1976 and 1980, from $1.6 million to $2.7 million.

- Photocopying revenues (royalties, fees, etc.) averaged approximately $263 in current 1980 dollars for SST journal publishers.

- All U.S. serial publishers received a total of approximately $1 million in photocopying royalties in current 1980 dollars, with the majority of this (approximately $0.7 million) received by SST journal publishers. The Copyright Clearance Center supplied approximately nine percent of this revenue. The remainder was supplied by licensed agents (.1%) and other sources, e.g., schools, churches, etc. (47%).

- Approximately half (47.8%) of all U.S. book and serial publishers received photocopying permission requests in 1980. The majority of these publishers (85.8%) were serial publishers.

- More requests were received to photocopy books or book chapters 84,700 requests) than serials or serial articles (78,800 requests).

- Almost half (49.1%) of U.S. publishers report that the number of photocopying permission requests they received in 1980 was "about the same" as the number they received in 1976. One-fourth (25.0%) reported that the number was greater in 1980 than 1976.

- The majority of publishers which received permission requests (68.3%) reported they granted all their photocopying permission requests in full, while a similar proportion (61.6%) reported they required no payment for the photocopying permission requests they granted.

- Approximately 1.9 thousand U.S. serial publishers sold single copies of serial articles (reprints) in 1980. Slightly more than half of these (1,000) were SST journal publishers. Of the 34.4 million

article copies sold in 1980, the majority (73%) were sold by SST journal publishers.

- The total number of article reprints sold by publishers in 1980 (34.4 million) represented a 112 percent increase over the number sold in 1976 (16.2 million).

1.2.2.5 User Survey - Questionnaire 1 (Patrons Entering Library)

- Note: Data given below are for interviews conducted with 1,157 library patrons 18 years of age or older as they entered 21 cooperating public, academic, federal, and special libraries in five U.S. cities.

- Two-fifths (40.3%) of library patrons classified themselves as "students", ranging from 85.9 percent of academic library patrons to 2.7 percent of special-for-profit library patrons.

- The majority of special-for-profit library patrons (97.3%) were employees of the libraries' parent organization.

- More than three-fifths (62.8%) of the patrons interviewed reported making or obtaining copies of library materials during the past six months.

- Of those who had made or obtained a copy during the past six months, more than two-fifths (44.4%) reported the last item copied to be one or more articles from a journal, magazine, or periodical.

- Almost one-fourth (24.7%) of library patrons reported that the last copy they made or obtained was necessary for their job. Two fifths (42.8%) of academic library patrons reported their copy was made for assigned reading.

- More than half reported that the last copy made or obtained was between one and five pages long.

- Only 1.8 percent of patrons reported that they had requested a library to make a copy for them, and had their request refused.

- More than one-fifth (21.7%) of the library patrons had made an interlibrary loan request during the past six months.

1.2.2.6 User Survey - Questionnaire 2 (Patrons Making Their Own Copies)

- A total of 823 library patrons 18 years of age or older were interviewed while they were making photocopies on coin-operated or user-operated machines. Two-fifths (40.2%) were in the 18-25 years age category. Half (51.8%) were students.

- 83.4 percent of the interviews were conducted at photocopying machines which displayed a "copyright warning".

- A little more than half (55.8%) were making copies of library materials. The rest were making copies of personal materials or other items brought in from outside the library.

- Four-fifths (81.9%) of the patrons copying library materials were copying one item. More than half the patrons (56.2%) copying library materials were copying books. Three-tenths (30.5%) were copying from serials.

- More than three-fifths (65.8%) of the library material items being copied by library patrons bore a copyright notice.

- The majority (66.0%) of patrons were making one copy. One-fifth (21.4%) were making three or more copies.

- When asked by the interviewer to pick a statement from a card which best described their understanding of the copyright notice,

the statement picked by most (40.6%) of the photocopying patrons was "Could copy if used for educational or research purposes".

1.3 Statistical Precision of Estimates

The statistical precision of estimates given in this report varies according to sample size, response rate, and variability of the data. Information on the precision of the primary estimates is given below.

1.3.1 Photocopies Made by Library Staff

Table 1.1 gives the standard errors for estimates of the total number of copies made by library staff of library materials. Both the total number of copies and the standard errors are given in thousands (000's) of copies. To calculate a 90 percent confidence interval around the estimate of the number of photocopies made, multiply ±1.64 times the standard error.[1] For example, the 90 percent confidence interval for the estimate of serial copies made by public libraries is 11,800,000 ± 969,200.

Table 1.1 Standard Errors for Estimates of Photocopies of Library Materials Made by Library Staff, by Library Type and Type of Source Item, 1981

Type of Library	Type of Source Item					
	Book		Serial		Other	
	No. of Copies (000)	Stnd. Error (000)	No. of Copies (000)	Stnd. Error (000)	No. of Copies (000)	Stnd. Error (000)
Public	6,600	301	11,800	591	31,200	3,241
Academic	6,300	248	13,200	452	4,600	715
Federal	700	83	4,400	116	2,100	480
Special	3,100	483	8,600	548	2,800	1,919

SOURCE: King Research, Inc., Library Photocopying Survey, Phase Two, Photocopying Transaction Log

1.3.2 Interlibrary Loan Requests

Table 2.2 gives similar data for interlibrary loan requests, by library type, as reported in Phase Two of the Library Photocopying Survey. To calculate a 90 percent confidence interval around the estimate of the number of interlibrary

[1] For a 95 percent confidence interval, multiply by ± 1.96.

loan requests, multiply ± 1.64 times the standard error. For example, the standard error of the estimate of the number of interlibrary requests made by academic libraries is 632,000; this translates to a 90 percent confidence interval of the total number of academic library requests plus or minus 1,036,000.

Table 1.2 Standard Errors for Estimates of Interlibrary Loan Requests, by Library Type, 1981

Type of Library	Number of Interlibrary Loan Requests (000)	Standard Error (000)
Public	14,344	1,422
Academic	5,266	632
Federal	1,986	496
Special	3,262	1,046

SOURCE: King Research, Inc., Library Photocopying Survey, Phase Two, Interlibrary Request Log

1.3.3 Serial-Related Revenue for Publishers of Scholarly, Scientific, or Technical (SST) Journals

Table 1.3 displays the standard errors for the means of serial-related revenue reported by publishers of scholarly, scientific, or technical (SST) journals. Please note that some SST journals also publish other kinds of serials so the means displayed in Table 1.3 also may include revenues generated by serial types other than SST journals, such as newsletters, trade periodicals, bibliographies or indexes, etc. For a more detailed breakdown of serial revenue, including estimates of photocopying revenue and conversion to constant dollars, see Table 4.9.

Table 1.3 Standard Errors for Mean Serial-Related Revenue for All U.S. Serial Publishers and Publishers of Scholarly, Scientific, or Technical (SST) Journals, 1976 and 1980

	All U.S. Serial Publishers				SST Journal Publishers			
	1976		1980		1976		1980	
Revenue Category	Mean Revenue	Stnd. Error	Mean Revenue	Stnd. Error	Mean Revenue	Stnd. Error	Mean Revenue	Stnd. Error
Gross Sales Revenue ($000)	$157.9	$4.8	$265.2	$22.3	$138.6	$2.1	$282.7	$21.6
Other Serial Revenue ($000)	$140.6	$21.6	$272.7	$42.7	$174.4	$2.8	$319.0	$32.6
Total Revenue ($000)	$298.5	$26.5	$538.0	$65.0	$313.0	$0.7	$602.0	$15.4

SOURCE: King Research, Inc., Publisher Survey, Question 12.

SECTION 2

LIBRARY PHOTOCOPYING SURVEY

PHASE ONE

2.1 Introduction

This section of the report describes the findings of Phase One of the Library Photocopying Survey. In this survey, 790 individual libraries and library systems were sent the Library Photocopying Survey questionnaire. A total of 554 useable responses were received, for a response rate of 70 percent. Table 2.1 displays the mail-out and response rates for the survey, which was conducted during the first half of calendar 1981.

The survey was done with two mailings, an initial sample followed by a replacement mailing to account for non-response. All library categories were divided into "certainty" and "non-certainty" strata, the former category composed of the larger libraries of each type.

After questionnaires were returned, they were coded, edited, key-punched, and tabulated via computer. Weights were calculated to project the survey results back to the total populations. In addition, survey responses were analyzed to derive population estimates in each library type category. In some cases, libraries have been recoded into other categories to take into account the self-reported library type which may have differed from the definitions included in the lists from which libraries were sampled; this self-reported data was also used to adjust population size estimates within each library type category and source list. This was done, for example, when several libraries which had been sampled as federal libraries reported that their parent organization was a college or university library.

Table 2.1 Total Mail-out and Responses for Library Photocopying Survey, Phase 1

Library Type	Number which Received Questionnaires	Number which Returned Questionnaires	
		n	%
Public[1]	166	116	70
Academic[2]	167[5]	146[7]	87
Federal[3]	141	110	78
Special-for-profit[4]	316[6]	68	58
Special-non-profit[4]		114	
Total	790	554	70

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1.

[1]Source lists: 1976 Library Photocopying Survey Sample; 1976 and 1980 American Library Directory.

[2]Source lists: 1976 Library Photocopying Survey Sample; National Center for Educational Statistics (NCES) Universe of Academic Libraries.

[3]Source lists: 1976 Library Photocopying Survey Sample; Federal Library Committee survey listing.

[4]Source lists: 1976 Library Photocopying Survey Sample; American Library Directory; Libraries and Reference Centers in the Area of the District of Columbia, 10th ed.; Encyclopedia of Information Systems and Services; Special Library Association.

[5]Includes one large library system in which 19 branches reported separately.

[6]Includes 236 libraries in which profit/non-profit status not known at mail-out.

[7]Includes 5 libraries initially classified as special libraries.

Estimates of quantitative data (e.g., number of photocopying machines, number of interlibrary loan requests) have been adjusted to take into account somewhat higher levels of non-response. This "imputation for non-response" has been done so that totals for the entire population of libraries are not underestimated. We have performed these adjustments on an individual library type category basis to preserve the effects of differences in sizes and practices of the different library types. The basic imputation method for estimating totals for quantitative data by library type has been to set the data value for a given non-response equal to the mean for similar libraries in that category. All means are weighted means to reflect the different sampling probabilities of the various sampling strata.

The reader should keep the following points in mind when reading this description of the Library Photocopying Survey results.

First, elementary and high school libraries were excluded from the study contract issued by the Copyright Office.

Second, Section 2.2 describes all U.S. libraries represented by the survey; this section corresponds for the most part to questions 1 through 10 in Section A of the questionnaire, "Description of Your Library". All responding libraries were asked to answer these questions.

Third, questions 11 through 54 were asked only of libraries which answered yes to either question 9 or question 10, which were worded as follows:

9. Does your library or library system currently have one or more photocopy machines within the library facilities? (Circle 1 or 2)

   Yes . . . . . 1 No 2

10. Do members of your library staff regularly (at least once per week) make or obtain photocopies of library materials in response to users' requests? (Circle 1 or 2)

    Yes . . . . . 1 No 2

These "trigger" questions were used to help us identify those libraries in the U.S. which were of most concern to the study. Libraries which responded "no" to both these questions were asked to return their questionnaires without attempting to fill out questions 11 through 54. We have identified these libraries as "Level Three" libraries in Section 2.2; they have been excluded from the analysis presented in Section 2.3.

Fourth, most of the data presented here are for 1980. Even though the survey was conducted in 1981, most questions referred specifically to 1980. When data for other years are given, they are noted as such.

Fifth, most of the data in this section are subdivided by library type. "Public" are single-library or multi-branch public library systems. "Academic" libraries are libraries located within colleges or universities; this includes two-year as well as four-year or graduate institutions of higher education. "Federal" libraries are those operated by the executive, legislative, or judicial branches of the federal government; federal libraries outside the U.S., as well as school libraries on Indian reservations, have been excluded. "Special-for-profit" libraries are special libraries located within commercial or for-profit organizations such as manufacturers, businesses, or other commercial organizations. "Special-non-profit" libraries are those located within non-profit organizations other than those included in the other library type categories.

2.2 Characteristics of all U.S. Libraries

We estimate that there were a total of 22,050 public, academic, federal, and special libraries in the U.S. in 1980, as shown in Table 2.2. Except for special libraries, the number of libraries in each category increased slightly between 1976 and 1980.

The largest single group of libraries is composed of public libraries operated primarily by local or county agencies (n = 8,530), followed by special-non-profit libraries operated by not-for-profit organizations such as state offices, professional or trade associations,

some hospitals, etc. (n = 5,070). The smallest group is federal libraries, libraries operated by agencies of the federal government (n = 1,710). Altogether there were 3,370 academic libraries, a group composed of both private as well as public institutions of higher learning. Special libraries operated by for-profit organizations accounted for 3,370 of the total.

Many U.S. libraries participate in library networks or consortia where one of the features of membership is the provision of special interlibrary borrowing procedures, such as reduced rates for interlibrary loan, automated transmission of requests, delivery service, etc.

As shown in Table 2.3, nearly two-thirds (64.3%) of U.S. libraries belong to such networks, which is significant because of the common practice of delivering photocopies in lieu of the original for magazine and periodical requests. Over four-fifths (82.4%) of public libraries belong to such networks, along with about three-fourths (76.8%) of academic libraries. Only about one-third (35.4%) of special-for-profit libraries belong to such networks.

Another type of library cooperation is the coordination of collection development activities. This can take forms ranging from the identification of different subject specialties to the elimination of duplication in serials subscriptions. As indicated in Table 2.3, only about one-fifth (21.7%) of U.S. libraries belong to such arrangements, with a high of 29.7 percent for federal libraries and a low of 10.7 percent for special-for-profit libraries.

Table 2.2 Number of U.S. Libraries, by Library Type, 1980 & 1976

Library Type	Number of Libraries 1980	1976
Public	8,530	8,310
Academic	3,370	3,030
Federal	1,710	1,430
Special-for-profit	3,370	8,510[1]
Special-non-profit	5,070	
Total	22,050	21,280

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, and Library Photocopying in the United States, 1977.

[1] Special-for-profit and special-non-profit not estimated separately in 1976.

Table 2.3 Interlibrary Arrangements and Photocopying Operations, by Library Type, 1980

Library Type	Number of Libraries	Percent belonging to inter-library loan networks (%)	Percent involved in coordinated collection development (%)	Percent with at least one photocopying machine in library (%)	Percent which make or obtain photocopies of library materials for users at least once per week (%)
Public	8,530	82.4	23.2	86.8	64.9
Academic	3,370	76.8	27.9	91.9	69.2
Federal	1,710	62.0	29.1	72.0	76.9
Special-for-profit	3,370	35.4	10.7	50.2	75.4
Special-non-profit	5,070	45.5	20.0	40.8	56.8
All libraries	22,050	64.3	21.7	70.3	66.2

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, questions 7, 8, 9, 10.

The existence of photocopying machines in U.S. libraries is widespread. According to Table 2.3, about seven-tenths (70.3%) of all U.S. libraries report having at least one photocopying machine within their facilities, with the highest incidence of machines occurring at academic libraries, where 91.9 percent report having at least one machine.

About two-thirds (66.2%) of U.S. libraries make or obtain photocopies at least once per week in response to users' requests, as indicated in Table 2.3. Over half of the libraries in each type category report this activity, with a high of 76.9 percent for federal and a low of 56.8 percent for special-for-profit libraries.

So far we have considered the entire population of U.S. public, academic, federal, and special libraries. Not all of these libraries are directly relevant to this study, since our primary concern are libraries which make or obtain photocopies of library materials. In order to "home in" on that library population which is of the most direct concern to the study, we have identified three different "levels of photocopying operations" by which libraries can be classified.

Table 2.4 shows that the five types of libraries differ according to their level of photocopying operations. We classified libraries into the following levels:

Table 2.4 Number of U.S. Libraries, by Library Type and Level of Photocopying Operations, 1980

Library Type	Level of Photocopying Operation: Level One[1]	Level Two[2]	Level Three[3]	All Libraries
Public	571	6,931	1,028	8,530
Academic	1,200	1,973	197	3,370
Federal	375	1,125	210	1,710
Special-for-profit	819	1,876	675	3,370
Special-non-profit	892	2,463	1,716	5,070
Total	3,857	14,367	3,826	22,050

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1.

[1]"Level One" libraries permanently assign staff to make photocopies. In addition, they also either have a photocopying machine or make photocopies of library materials at least once per week for library users, or both.

[2]"Level Two" libraries do not permanently assign staff to make photocopies. However, they either have a photocopying machine or make photocopies of library materials at least once per week for library users, or both.

[3]"Level Three" libraries do not permanently assign staff to make photocopies, do not have a photocopying machine, and do not make photocopies of library materials at least once per week for library users.

Level One: Permanently assign staff to make photocopies. In addition, they also either have a photocopying machine or make photocopies of library materials at least once per week for library users, or both.

Level Two: Do not permanently assign staff to make photocopies. However, they either have a photocopying machine or make photocopies of library materials at least once per week for library users, or both.

Level Three: Do not permanently assign staff to make photocopies, do not have a photocopying machine, and do not photocopy library materials at least once per week for library users.

Here we assume that libraries only assign staff to photocopying operations on a permanent basis if the volume of photocopying warrants it. We thus interpret level one libraries to be the most active staff-operated photocopiers. Note, however, that this classification alone does not tell us anything about the actual volume or type of materials photocopied.

Of all the 22,050 libraries in the U.S., only about 17 percent (n = 3,857) libraries are level one libraries. This varies substantially by library type, however, with 35.6 percent of academic libraries being level one (n = 1,200) and only 6.7 percent (n = 571) of public libraries being level one.

Returning to the library characteristics identified earlier, Table 2.5 shows that library levels differ by Copyright Clearance Center (CCC) membership, membership in interlibrary loan networks, and membership in collection development consortia.

Level one libraries exceed the other two levels for all three of these characteristics. Level one libraries more frequently belong to the CCC, and to interlibrary loan networks and/or to collection development consortia.

Table 2.5 Percent of Libraries Which Belong to the Copyright Clearance Center, Interlibrary Loan Networks, or Collection Development Consortia, 1980

Activity	Level of Photocopying Operations: Level One (n = 3,857)	Level Two (n = 14,367)	Level Three (n = 3,826)	All Libraries (n = 22,050)
A. Percent which report belonging to Copyright Clearance Center (CCC)	15.7%	3.6%	3.0%	5.6%
B. Percent which belong to interlibrary loan networks	80.2%	67.6%	35.7%	64.3%
C. Percent which belong to collection development consortia	35.7%	22.5%	4.8%	21.7%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 5, 7, & 8.

2.3 Characteristics of "Level One" and "Level Two" Libraries

In this section we consider the population of Level One and Level Two libraries, described in the previous section. Level Three libraries, or approximately 17.4 percent of all libraries (n=3,826) have been excluded here because of their indicated non-activity in photocopy-related activities.

2.3.1 Library Collection Sizes of Photocopying Libraries

Table 2.6 displays the mean library collection sizes for Level One and Level Two libraries in 1980. The first column displays, in thousands, mean number of books in library collections of these libraries which make or obtain photocopies. Public libraries are largest, with an average of 490,400 books per collection; please note that this includes books held at public library system headquarters as well as by public library system branches.

Academic library book collections are next largest, with an average of 357,200 per library; academic libraries reporting had a high of six million down to a low of only 3,500. (Again, many academic libraries reported departmental libraries when relevant.) The smallest book collections, on the average, are maintained by special libraries associated with for-profit organizations; these libraries' book collections average 10,000 books per library.

Libraries also differ as to the average number of books added per year, as shown in the second column of figures in Table 2.6. For 1980, we see that public libraries and library systems which make or obtain photocopies added an average of about 32,000 books. There is a very wide range on this within the sample, from 101 to 262,000. In fact, the median number of books added by public libraries in 1980 was approximately 29,000, which means that 50 percent of the Level One and Level Two public libraries which reported added 29,000 or fewer books in 1980.

On the average, possibly due to public libraries' greater reliance upon books, they spent more on the average on books than did academic libraries in 1980. Academic libraries averaged 220,200 dollars per library for book purchases in 1980, with a median for reporting libraries of 159,000 dollars. Public libraries spent an average of 260,600 dollars on books. The difference

between public library and academic library book expenditures might be due to the different number of books purchased or to the possibly lower number of duplicate titles purchased by academic libraries, as well as to a higher price of the specialized book titles purchased by academic libraries.

Academic libraries averaged 2,800 serial subscriptions per library in 1980, with a median of only 2,000 serial subscriptions per library. (The reader should note that "serials" were defined very broadly to include periodicals, newspapers, proceedings, journals, or other publications regularly published more than once per year.) Academic libraries also averaged the most for serial purchases in 1980, with a mean of 160,000 dollars and a median of 138,000 dollars.

Table 2.6 Comparison of Mean Library Collection Sizes and Purchases for Libraries which Make or Obtain Photocopies, by Library Type, 1980

	Mean Values				
Library Type	Books in Collection (000)	Books Added (000)	Book Purchases ($000)[1]	Serial Subscriptions (000)	Serial Subscription Expenditures ($000)[1]
Public	490.4	31.7	$260.6	1.3	$ 38.8
Academic	357.2	13.2	$220.2	2.8	$160.0
Federal	62.5	6.9	$ 28.3	0.9	$ 59.0
Special-for-profit	10.0	0.6	$ 13.5	0.4	$ 30.0
Special-non-profit	27.0	1.3	$ 13.3	0.5	$ 11.3
All Libraries	275.8	16.3	$152.4	1.2	$ 55.2

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 11 & 12.

[1] Represents 1980 current dollars. See Table 2.7 for constant dollar conversion.

Based on these data for Level One and Level Two libraries, it is clear that academic and public libraries are, on the average, the largest in terms of total book and serials expenditures. Academic libraries rank first in both the number of serials subscriptions as well as the total dollars expended on these subscriptions.

We also asked libraries to supply the same collection-related data for 1976. Unfortunately, large proportions of responding libraries were not able to supply these comparative data. For example, nearly half (46%) of the responding special-non-profit libraries could not supply data on the number of serials subscriptions received, and almost one-third (32%) of the responding federal libraries could not report their subscription expenditures for 1976.

Despite these relatively high non-response values for 1976 data, some data on expenditure trends for Level One and Level Two libraries can be reported, as shown in Table 2.7, which compares mean annual expenditures for books and serials, comparing current and constant dollars for 1980 with 1976.

Comparing 1976 with 1980 current dollars, we see that book expenditures increased 38 percent on the average, while serials expenditures increased by 43 percent during the same time period. Book expenditures by special-for-profit libraries increased by approximately 45 percent. Federal libraries demonstrated a very large increase of 119 percent for serials, and special-non-profit libraries reported an 85 percent serials expenditure increase.

Table 2.7 Mean Annual Book and Serial Expenditures, by Library Type, 1976 and 1980

	Mean Annual Book Expenditures ($000)			Mean Annual Serial Expenditures ($000)		
		1980			1980	
Library Type	1976	Current Dollars	Constant Dollars[1]	1976	Current Dollars	Constant Dollars[1]
Public	193.5	260.6	203.6	30.3	38.8	30.0
Academic	149.9	220.2	172.0	112.3	160.0	125.0
Federal	22.0	28.3	22.1	26.9	59.0	46.1
Special-for-profit	9.3	13.5	10.5	21.4	30.0	23.4
Special-non-profit	10.1	13.3	10.4	6.1	11.3	8.8
All Libraries	110.8	152.4	119.1	38.5	55.2	43.1

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 11 & 12.

[1] "Constant dollars" represents an adjustment of the 1980 current dollars to remove the effects of 1976-1980 inflation. This has been done dividing the 1980 "current dollars" by 1.28, which is the ratio of the 1980 Implicit Price Deflator for Books and Maps to the 1976 Implicit Price Deflator for Books and Maps. (See Survey of Current Business and Supplement, vol. 61 no. 7, July 1981.)

Examining constant dollars for 1980, where we have factored out the effects of inflation, shows that libraries' mean book and serial expenditures increased only slightly between 1976 and 1980. Mean book expenditures were essentially the same in 1976 and 1980, with means of $110,800 for 1976 and $119,100 (in constant dollars) for 1980. Mean serial expenditures were also similar, with $38,500 for 1976 and $43,100 (in constant dollars) for 1980. The category showing the largest increase in mean constant dollars for serials were federal libraries, whose mean serial expenditure in constant dollars increased 71 percent between 1976 and 1980.

2.3.2 Library Photocopying Machines

U.S. libraries which have a photocopying machine or make or obtain at least one photocopy per week for library patrons average approximately six machines per library (Table 2.8). This population of libraries accounts for a total of over 100,000 photocopying machines, the majority of which (approximately 71%) are located in the nation's public libraries.

Public libraries also average the largest number of machines per library, with 10.5 per library. Special libraries located in for-profit organizations have, on the average, the smallest number of machines, with an average of 1.3 machines per library. However, the smallest population of photocopying machines is located in federal libraries. Averaging 1.7 machines per library, federal libraries account for only about 2.3 percent of all photocopying machines. (See Section 2.3.5 for a description of the percentage of libraries which also have machines within walking distance of the library.)

These above numbers referred to all photocopying machines, which we subdivided for reporting purposes into three categories: machines operated by library staff only, machines operated by either staff or patrons, and machines operated only by staff. Perhaps the category of most interest here is the coin-operated machine, the machine which many libraries provide for their patrons

for their operation on a pay-as-you-go basis. Such machines may be purchased or leased by the libraries, and then serviced by the libraries or by the companies from which they were purchased or leased.

As shown in Table 2.8, approximately 70 percent of all U.S. library photocopying machines are coin-operated. Most of these coin-operated machines (more than half) are located in public libraries and library systems.

The majority of photocopying machines in both public and academic libraries are coin-operated machines. Seventy-eight percent of public library and 70 percent of academic library machines are coin-operated, about 12 percent of the machines located in federal libraries and 24 percent of the machines in special libraries in non-profit organizations are coin-operated. Our survey detected no coin-operated machines in special libraries located in for-profit organizations.

Table 2.8 Mean and Total Number of Photocopying Machines in U.S. Libraries, by Library Type and Category of Machine, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	All Machines		Coin-operated Only	
		Mean	Total (000)	Mean	Total (000)
Public	7,502	10.5	78.7	8.2	61.6
Academic	3,173	6.3	20.0	4.4	14.1
Federal	1,500	1.7	2.6	0.2	0.3
Special-for-profit	2,695	1.3	3.5	0.0	—
Special-non-profit	3,354	1.6	5.4	0.4	1.3
All Libraries	18,224	6.0	110.2	4.2	77.3

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 13 & 14.

As shown in Table 2.9, these same libraries show an increase in the average number of machines per library between 1976 and 1980, both in terms of all machines as well as in terms of only coin-operated machines. The average number of all machines per library increased from 4.5 to 6.0 and the number of coin-operated machines increased from 3.3 to 4.2 per library.

For both public and academic libraries, the proportion of coin-operated machines per library remained approximately the same between 1976 and 1980. This proportion was 78 percent for public libraries for both 1976 and 1980. For academic libraries, this proportion was 70 percent in 1976 and 70 percent in 1980. We concluded from the above that (a) the number of photocopying machines in the U.S. libraries has increased since 1976, but (2) the proportion of machines which are coin-operated has remained essentially unchanged since 1976.[1]

As shown in Table 2.10, a large majority (85%) of all U.S. library photocopying machines (94,700 out of 110,200) have a "copyright warning" posted on or near the machine which informs library users that photocopying of copyrighted materials is governed by applicable laws. This percentage rises to 93 percent when only coin-operated machines are considered; 71,800 out of 77,300 coin-operated machines have a copyright warning posted on or near the machines.

Academic libraries lead all other library types in the percentage of machines having copyright warnings. Ninety-four percent of academic library machines have copyright warnings attached with all the academic library coin-operated machines having copyright warnings. Only 63 percent of special-for-profit libraries photocopying machines have copyright warnings attached.

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[1] While the number of all machines increased by approximately one-third between 1976 and 1980, the number of libraries in the total study population increased by about four percent. We thus attribute the increase in the number of machines both to possible increase in the proportion of all libraries which have a machine as well as to the increase in the number of machines per library.

Table 2.9 Comparison of Mean Number of Photocopying Machines in U.S. Libraries, by Library Type and Category of Machine, 1976 and 1980

Library Type	Category of Machines			
	All Machines		Coin-operated Only	
	1976 (mean)	1980 (mean)	1976 (mean)	1980 (mean)
Public	8.2	10.5	6.4	8.2
Academic	3.7	6.3	2.6	4.4
Federal	1.0	1.7	0.1	0.2
Special-for-profit	1.0	1.3	0.0	0.0
Special-non-profit	1.3	1.6	0.3	0.4
All Libraries	4.5	6.0	3.2	4.2

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 13 & 14.

Table 2.10 Number of Photocopying Machines in U.S. Libraries with Copyright Warnings, by Library Type and Category of Machine, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Machines with Copyright Warning					
		All Machines			Coin-Operated Only		
		Mean	Total (000)	%[1]	Mean	Total (000)	%[1]
Public	7,502	9.0	67.2	85.4	7.5	56.3	91.4
Academic	3,173	6.0	18.9	94.5	4.4	14.1	100.0
Federal	1,500	1.6	2.4	92.3	0.2	0.3	100.0
Special-for-profit	2,695	0.8	2.2	62.9	0.0	-	-
Special-non-profit	3,354	1.2	4.0	74.1	0.3	1.0	76.9
All Libraries	18,224	5.2	94.7	85.9	3.9	71.8	92.9

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 13 & 14.

[1] Percent of total columns for all machines and all coin-operated machines, from Table 2.8.

2.3.3 Number of Photocopying Impressions

Libraries were asked to report the number of impressions (i.e., pages produced) on their photocopying machines, including photocopying of library materials as well as other materials. A large number of responding libraries did not report this number. The following percents of responding Level One and Level Two libraries did not report the number of impressions made on their photocopying machines:

Public	60%
Academic	39%
Federal	49%
Special-for-profit	71%
Special-non-profit	63%

Thus, the reader should be aware that the means presented in Table 2.11 are based only on a subset of the survey respondents, and thus may not necessarily represent the entire population surveyed. Nevertheless, it does appear from these data that academic libraries, on the average, generate the largest number of impressions per library both in terms of all machines as well as in terms of coin-operated machines only. It is also clear that coin-operated machines---the types used most often by library users for copying their own materials and library materials---account for the majority of the total impressions produced in both public and academic libraries. (Please note that the number of impressions per coin-operated machine in federal, special-for-profit, and special-non-profit libraries has not been calculated due to the small number of coin-operated machines in these libraries. Also, the means shown in Table 2.11, if projected to the total number of Level One and Level Two libraries, suggest that a total number of nearly five billion impressions were made on library photocopying machines in 1980, not all of which were made from library materials. More data on staff-conducted photocopying of library materials are given in Section 3 of this report.)

Table 2.11 Mean Number of Photocopying Impressions, by Library Type and Type of Machine, 1980

Library Type	Impressions Per Library, 1980	
	A. All Machines (000)	B. Coin-Operated Machines (000)
Public	309.0	306.3
Academic	513.3	450.1
Federal	139.0	not calculated
Special-for-profit	130.8	not calculated
Special-non-profit	140.4	not calculated
All Libraries	272.7	not calculated

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 15 & 16.

2.3.4 Libraries Which Operate a Photocopying Service

As we have seen, most of the photocopying machines in U.S. libraries are coin-operated machines, which are often used by library patrons for their own, un-supervised photocopying. Many libraries also operate a photocopying service, which was defined as follows:

> By "photocopying service" is meant that, at least once per week, photocopies of library materials are made by or for your library's staff in response to library users' requests.

As Table 2.12 shows, over 10,000 U.S. libraries operate a photocopying service. In fact, more than half (55.6%) of Level One and Level Two libraries operate such a service.

We note that the chief characteristic of such a library, as it is defined above, is that it makes copies in response to users' requests, instead of relying totally upon users' making their own copies. As shown in Table 2.12 public libraries are the least likely to operate a photocopying service, while special libraries associated with for-profit organizations are the most likely to operate a photocopying service.

Table 2.12 Number of Libraries Which Operate a Photocopying Service, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Libraries which Operate a Photocopying Service	
		n	%
Public	7,502	2,911	38.8
Academic	3,173	1,656	52.2
Federal	1,500	855	57.0
Special-for-profit	2,695	2,174	80.6
Special-non-profit	3,354	2,542	75.8
All Libraries	18,224	10,138	55.6

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 19.

2.3.5 Photocopying Machines Within Walking Distance of Library

As shown earlier, many libraries have coin-operated machines which can be used by library patrons for making their own photocopies. Many libraries also have photocopying machines located within walking distance[1] of the library, as shown in Table 2.13. Except for public libraries, at least 73 percent of libraries have photocopying machines elsewhere within their parent organizations which are within walking distance of the library. Only 15 percent of the public libraries have machines within walking distance, probably because many public libraries are housed within their own buildings not necessarily adjacent to their (governmental) parent organization.

[1] Question 17 was worded as follows: "Are there any photocopying machines located elsewhere within your library's parent organization which are within walking distance of your library (e.g., down the hall, or another floor, within a building close by, etc.)?"

Table 2.13 Number of Libraries with Photocopying Machines within Walking Distance of Library, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Number of Libraries with Photocopying Machines within Walking Distance of Library	
		n	%
Public	7,502	1,125	15.0
Academic	3,173	2,544	80.2
Federal	1,500	1,248	83.2
Special-for-profit	2,695	2,537	94.1
Special-non-profit	3,354	2,460	73.4
All Libraries	18,224	9,914	54.4

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 17.

2.3.6 Charges for Library Photocopying

Many libraries charge for photocopying. Less than one-third (29.5%) of Level One and Level Two libraries report not charging (Table 2.14). Over one-third (36.4%) charge for photocopying done by library users as well as copying done by or for library staff. Public libraries most frequently charge, with only 3.7 percent not charging. Academic libraries are similar, with only 5.4 percent not charging. Federal and special-for-profit libraries are very different, 81.8 percent and 81.2 percent of these libraries, respectively, do not charge.

2.3.7 Imposition of Photocopying Restrictions

As displayed in Table 2.15, many libraries report that they impose some sort of restriction on the amount or type of photocopying done in the library. Nearly half (45.5%) of all libraries restrict the photocopying of library materials based on copyright status. About two-thirds (61.1%) of federal libraries impose such copyright related restrictions. Significant

Table 2.14 Percent of Libraries which Charge for Photocopying, by Library Type and Copying Category, 1980

Copying Category	Library Type (Level 1 and Level 2 Only)					
	Public (n=7,502)	Academic (n=3,173)	Federal (n=1,500)	Special Profit (n=2,695)	Special non-Profit (n=3,354)	All Libraries (n=18,224)
a) Percent which charge for copying done by users themselves[1]	32.5%	33.6%	8.4%	1.9%	10.2%	22.1%
b) Percent which charge for copying done by or for library staff in response to users' requests	3.8%	7.2%	2.8%	6.5%	22.4%	8.1%
c) Both (a) and (b)	52.6%	52.1%	4.3%	10.4%	20.4%	36.4%
d) Percent of libraries which do not charge	3.7%	5.4%	81.8%	81.2%	45.0%	29.5%
e) No response	7.5%	1.7%	2.7%	0.0%	2.0%	4.0%
Total[2]	100.1%	100.0%	100.0%	100.0%	100.0%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 23.

[1] E.g., coin-operated.

[2] May not total to 100% due to rounding.

restrictions exist, however, which may or may not be related to copyright. About two-fifths of all libraries (40.8%) restrict the number of copies which can be made of individual items. This may be due just as much to cost and time considerations as to copyright, although the actual rationale for such restrictions was not investigated.

Table 2.15 Percent of Libraries which Impose Restrictions on Photocopying, by Library Type and Type of Restriction, 1980

Type of Restriction	Type of Library (Level 1 and Level 2 Only)					
	Public (n=7,502)	Academic (n=3,173)	Federal (n=1,500)	Special for-Profit (n=2,695)	Special non-Profit (n=3,354)	All Libraries
a) Restrictions on the length of items copied	7.6%	28.2%	54.3%	42.0%	46.8%	27.3%
b) Restrictions on the number of copies made from individual items	18.8%	48.7%	72.1%	49.3%	61.5%	40.8%
c) Restrictions on the types of materials which can be copied	21.3%	33.2%	65.4%	39.2%	43.4%	33.7%
d) Restrictions concerning types of users who can copy or obtain copies	2.5%	15.8%	58.3%	34.2%	33.0%	19.7%
e) Restrictions based on whether or not copyrighted items can be copied	37.6%	52.8%	61.1%	48.4%	46.9%	45.5%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 22.

2.3.8 Reserve Operations

"Reserve operations" were defined in the survey as follows:

"Does your library have a "reserve room" or "reserve operation" in which photocopies of library or other materials are stored in one location for borrowing or use by library users?"

As shown in Table 2.16, this is primarily an academic library phenomenon; about nine-tenths (90.9%) have such a reserve room or reserve operation. Overall, only about one-fifth (21.3%) of Level One and Level Two libraries have such operations. So out of approximately 3,900 library "reserve rooms" in the U.S., about 74 percent are operated by academic libraries.

As shown in Table 2.16, about three-fifths of these libraries feel that the new copyright law has affected reserve operations. This is accounted for primarily by academic libraries, with almost 2,000 reporting that the copyright law has affected their reserve operations.

When asked to comment on the nature of these effects, academic librarians reported that the primary affect had been that they now placed more responsibility on faculty members to obtain photocopying permission from copyright owners. In a few instances, this has met with some faculty resistance, but based on the open-end comments received on this question, this resistance may not universally be the case for academic libraries.

Table 2.16 Number of Libraries Having Reserve Operations and Changes due to Copyright Law, by Library Type, 1980

Library Type	A. Number of Level 1 & Level 2 Libraries	B. Number which have Reserve Operations		C. Number Reporting Changes due to Copyright	
		n	% of A	n	% of B
Public	7,502	93	1.2	93	100.0
Academic	3,173	2,884	90.9	1,961	68.0
Federal	1,500	146	9.7	40	27.4
Special for-profit	2,695	155	5.7	51	32.9
Special-non-profit	3,354	607	18.1	272	44.8
All Libraries	18,224	3,885	21.3	2,417	62.2

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 25 & 30.

2.3.9 Transmittal of Interlibrary Loan Requests

Most U.S. libraries requested or borrowed materials from other libraries during 1980 (Table 2.17). About nine-tenths (91.2%) report doing so, with a high of 95.9 percent for federal and a low of 79.6 percent for special-non-profit libraries.

In response to interlibrary loan requests received from their own users, a relatively small number report having refused[1] to forward any requests because of interpretations of copyright laws or copyright guidelines (see Table 2.17). Only about 17 percent of Level One and Two libraries report such refusals, with a high of 38.3 percent for academic and a low of 10.1 percent for public and special-non-profit libraries. (See Section 3 of this report for a description of the volume of ILL requests in 1981.)

Table 2.17 Number of Libraries which Refused to Forward Their Users' Interlibrary Loan Requests to Other Libraries, by Library Type, 1980

Library Type	A. Number of Level 1 & Level 2 Libraries	B. Number of Libraries which Transmitted ILL Requests to other Libraries		C. Number of Libraries which Refused to Transmit Requests to other Libraries due to Copyright		
		n	% of A	n	% of A	% of B
Public	7,502	7,034	93.8	750	10.0	10.7
Academic	3,173	2,995	94.4	1,215	38.3	40.6
Federal	1,500	1,438	95.9	250	16.7	17.4
Special-for-profit	2,695	2,489	92.4	469	17.4	18.8
Special-non-profit	3,354	2,670	79.6	339	10.1	12.7
All Libraries	18,224	16,626	91.2	3,023	16.6	18.2

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 42.

[1] This question was worded as follows: "To the best of your knowledge, did your library refuse to forward any users' requests to other libraries on the grounds these requests would violate applicable copyright laws or copyright guidelines?"

2.3.10 Retention of Interlibrary Loan Records

Many libraries retain copies of the interlibrary loan requests they transmit to other libraries (Table 2.18). Almost half (46.6%) retain interlibrary loan (ILL) request forms for three years or more, while about a third (36.2%) maintain actual counts of the number of times articles or portions of articles are requested from individual serial titles.

Academic libraries keep ILL forms the longest, with almost three-fourths (73.7%) of Level One and Level Two academic libraries retaining ILL forms for three or more years. They also most frequently keep counts of demand for individual serial titles, with about three-fifths keeping such counts.

Table 2.18 Percent of Libraries which Maintain Interlibrary Loan Records, by Library Type and Record Type, 1980

	Libraries Which Transmitted ILL Requests in 1980					
Record Type	Public (7,034)	Academic (2,995)	Federal (1,438)	Special for-Profit (2,490)	Special non-Profit (2,670)	All Libraries (16,627)
a) Copies of ILL forms retained for 3 or more years	38.7%	73.0%	55.3%	51.3%	56.7%	51.1%
b) Copies of ILL forms retained less than 3 but at least 1 year	28.0%	24.6%	40.2%	27.7%	23.0%	27.6%
c) Copies of ILL forms retained less than 1 year	24.0%	6.7%	10.2%	8.6%	15.3%	16.0%
d) Counts maintained of number of times articles requested from serial titles	29.4%	60.5%	49.2%	45.5%	33.0%	39.7%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Question 43.

2.3.11 Receipt of Interlibrary Loan Requests

Table 2.19 demonstrates that most Level One and Level Two libraries in the U.S. received interlibrary loan requests during 1980. Approximately 85 percent of U.S. libraries received such requests, with a high of 97.2 percent for federal libraries and a low of 77.7 percent for special-non-profit libraries.

Few libraries report refusing[1] to fill interlibrary loan requests received from other libraries (Table 2.19). More than one-fourth (28.1%) of academic libraries report having refused interlibrary loan requests received from other libraries, while only 5.9 percent of special-for-profit libraries report such refusals. This is approximately 13.9 percent of the total 18,224 Level One and Level Two libraries.

Table 2.20 shows that, out of almost 61 million ILL requests received by U.S. libraries, only about 12 million were filled with photocopies by the receiving libraries, or approximately 21 percent. Public libraries by far receive the most requests, their 46.5 million requests accounting for 76 percent of the total.

Table 2.19 Number of Libraries which Refused to Fill ILL Requests Due to Copyright, by Library Type, 1980

Library Type	A. Number of Level 1 & Level 2 Libraries	B. Number of Libraries which Received ILL Requests in 1980		C. Number of Libraries which Refused to fill ILL Requests due to Copyright		
		n	%	n	% of A	% of B
Public	7,502	6,100	81.3	945	12.6	15.4
Academic	3,173	2,948	92.9	892	28.1	30.3
Federal	1,500	1,458	97.2	270	18.0	18.5
Special-for-profit	2,695	2,331	86.5	159	5.9	6.8
Special-non-profit	3,354	2,606	77.7	275	8.2	10.6
All Libraries	18,224	15,443	84.7	2,541	13.9	16.4

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 37 & 39.

[1] This question was asked as follows: "To the best of your knowledge, did your library ever refuse to fill other libraries' requests to your library on the grounds that filling these requests would violate applicable copyright laws or copyright guidelines?"

Table 2.20 Description of Interlibrary Loan Requests Received from Other Libraries, by Library Type, 1980

Library Type	Number of Level 1 & Level 2 Libraries	Number of Libraries Which Received ILL Requests in 1980		Number of Requests Received			Number filled with Photocopies	
		n	%	Mean (000)	Median (000)	Total (000)	Mean (000)	Total (000)
Public	7,502	6,100	81.3	7.6	3.6	46,529	1.0	6,216
Academic	3,173	2,948	92.9	3.5	2.7	10,403	1.3	3,912
Federal	1,500	1,458	97.2	1.6	0.8	2,381	1.0	1,423
Special-for-profit	2,695	2,331	86.5	0.3	0.2	665	0.2	422
Special-non-profit	3,354	2,606	77.7	0.4	0.1	912	0.3	764
All Libraries	18,224	15,443	84.7	3.9	2.1	60,890	0.8	12,737

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 37 & 38.

2.3.12 Photocopying Permission Requests

Only slightly more than one-tenth (12.2%) of Level One and Level Two libraries report requesting copyright owners' permission to make photocopies (see Table 2.21). Percentage-wise, the largest single category requesting permission in 1980 was academic libraries, with 23.2 percent reporting making such permission requests. Percentage-wise, public libraries are the most infrequent in making such requests, with only 7.5 percent reporting having made requests in 1980.

The number of requests made during 1980 (53,600) was approximately equal to the number of permissions received (49,800). (We note here that some of the permissions received during 1980 may have been in response to requests made prior to 1980.)

2.3.13 Photocopying Royalty Payments

As shown in Table 2.22, only about 6 percent of all Level One and Two libraries paid royalty payments or copying fees in 1980 to copyright users, publishers, or their agents (e.g., Copyright Clearance Center). Based on this, special-for-profit libraries pay royalties more frequently than any other category, both in absolute and percentage terms.

Table 2.21 Photocopying Permission Requests made by Libraries, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Number Which Requested Photocopying Permission		Requests Made During 1980		Permissions Received During 1980		Permissions Denied During 1980		No Response Received or Request Still Pending	
		n	%	Mean	Total (000)	Mean	Total (000)	Mean	Total (000)	Mean	Total (000)
Public	7,502	563	7.5	23	12.8	23	12.8	0.3	0.2	2.5	1.6
Academic	3,173	736	23.2	33	24.5	30	21.9	1.2	0.9	4.5	3.3
Federal	1,500	194	12.9	5	0.9	3	0.5	0.3	0.1	0.0	0.0
Special-for-profit	2,695	321	11.9	18	5.8	15	4.8	0.1	0.1	1.3	0.4
Special-non-profit	3,354	409	12.2	26	10.6	24	9.8	0.2	0.1	2.3	0.7
All Libraries	18,224	2,223	12.2	24	53.6	22	49.8	0.6	1.4	2.7	6.0

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 31 & 37.

Table 2.22 Payment of Photocopying Royalty Payments by Libraries, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Number which made Royalty Payments	
		n	%
Public	7,502	90	1.2
Academic	3,173	197	6.2
Federal	1,500	44	2.9
Special-for-profit	2,695	534	19.8
Special-non-profit	3,354	208	6.2
All Libraries	18,224	1,073	5.9

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 35 & 36.

2.3.14 Sound Recordings and Audiovisual Works

As an adjunct to the Copyright Office's interest in photocopying, libraries were also asked to indicate whether or not they copied audiovisual materials in terms of (a) off-the-air taping of television news broadcasts and (b) copying of previously recorded audio discs or tapes.

Table 2.23 displays the results of these questions. Less than three percent of Level One and Level Two libraries report off-the-air taping of news broadcasts, while nearly 10 percent report copying previously recorded discs or tapes. According to these data, academic libraries copy most frequently, with 5.5 percent recording news broadcasts and 19.8 percent recording previously recorded discs or tapes.

Table 2.23 Copying of Television News Broadcasts and Sound Recordings, by Library Type, 1980

Library Type	Number of Level 1 & Level 2 Libraries	Libraries which made Recordings of TV News Broadcasts		Libraries which made Disc-To-Tape or Tape-To-Tape Sound Recordings of Previously Recorded Materials	
		n	%	n	%
Public	7,502	188	2.5	668	8.9
Academic	3,173	175	5.5	628	19.8
Federal	1,500	2	0.1	128	8.5
Special-for-profit	2,695	51	1.9	102	3.8
Special-non-profit	3,354	67	2.0	204	6.1
All Libraries	18,224	483	2.6	1,730	9.5

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 48 & 49.

2.3.15 Use of Commercial Document Delivery Services

Libraries have a variety of sources for obtaining photocopies of published materials. First, they can rely upon their own collections. Second, they can obtain copies via interlibrary loan. Third, they can, in some cases, order documents online during computerized literature searches.

A fourth source for obtaining copies is the commercial document delivery service, a private or public firm, library or other agency which sells photocopies as a specific line of business. These services often have special copyright permission arrangements with publishers or their agents, often involving the payment of photocopying royalties or fees; such fees are usually passed along to buyers as part of the purchase price.

As shown in Table 2.24, about 10.5 percent of U.S. Level One and Two libraries report having used such document delivery services during 1980, with a high of 33.8 percent being recorded for special-for-profit libraries. Only about 7.3 percent of Level One and Level Two academic libraries used such services.

Table 2.24 also shows that approximately six million dollars were spent on commercial document delivery services by U.S. libraries in 1980, with the majority (approximately 95%) being paid by special libraries associated with for-profit organizations.

2.3.16 Computerized Searches of Bibliographic Databases and Online Document Ordering

As shown in Table 2.25, many libraries conduct computerized searches of bibliographic databases. These searches are an extension of libraries' traditional reference services and are most often conducted online via a system such as those operated by Lockheed, BRS, or SDC.

About 45 percent of U.S. Level One and Level Two libraries report conducting such searches in 1980, with a high of 67 percent for federal libraries and a low of 29 percent for public libraries. Of 3.9 million searches conducted in 1980 by the libraries represented in this study, the largest proportion were conducted by public libraries (22%). Federal libraries, on the average, conducted the most searches, with an average of approximately 1,000 searches conducted per year.[1]

We also asked how many libraries ordered documents online during the course of their computerized searches of bibliographic databases. Table 2.25 records these estimates for Level One and Level Two libraries which conducted computerized searches of bibliographic databases in 1980. Only about 8.7 percent of all Level One and Level Two libraries ordered documents online in 1980. Nevertheless, in both absolute and percentage terms, special-for-profit

[1] Only Level One and Level Two libraries (82.6% of the total U.S. public, academic, federal and special library population) were asked this question. Thus, these numbers should be treated as conservative estimates of the number of libraries conducting computerized bibliographic database searches.

Table 2.24 Use of Commercial Document Delivery Services by Libraries, by Library Type, 1980

Library Type	Number of Level 1 and Level 2 Libraries	Libraries Using Commercial Document Delivery Services		Number of Documents Ordered		Amount Paid by Libraries		
		n	%	Mean	Total (000)	Mean $	Median $	Total ($000)
Public	7,502	188	2.5	38	7.1	55	55	10.3
Academic	3,173	232	7.3	165	38.2	69	33	16.1
Federal	1,500	171	11.4	107	18.2	1,518	514	259.6
Special-for-profit	2,695	911	33.8	2,063	1,879.4	6,213	345	5,660.3
Special-non-profit	3,354	406	12.1	8	3.2	62	62	25.2
All Libraries	18,224	1,909	10.5	1,019	1,946.1	3,128	233	5,971.5

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 50-52.

Table 2.25 Number of Computerized Bibliographic Database Searches and Documents Ordered Online, by Library Type, 1980

Library Type	Number of Level 1 & 2 Libraries	Computerized Searches					Online Document Ordering			
		Number of Libraries		Mean	Median	Total (000)	Number of Libraries		Mean	Total (000)
		n	%				n	%		
Public	7,502	2,200	29.3	380	315	835	500	6.7	24	12.0
Academic	3,173	1,800	56.7	406	500	730	300	9.5	15	4.6
Federal	1,500	1,000	66.7	1,000	755	1,000	200	13.3	180	36.0
Special-for-profit	2,695	1,900	70.5	368	144	700	600	22.2	156	93.4
Special-non-profit	3,354	1,300	38.8	462	118	600	(not calculated due to low response)			
All Libraries	18,224	8,200	45.0	471	338	3,865	1,600	8.8	91	146.0

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 1, Questions 45 & 47.

libraries are the most frequent users of this service; special-for-profit libraries ordered approximately 64 percent of the total number of 146,000 documents ordered online.

2.3.17 Computerized Searches of Bibliographic Databases and Interlibrary Loan Requests: Correlation Data

Table 2.26 displays Pearson correlation coefficients between two variables, the number of computerized online bibliographic searches conducted during 1980, and the number of interlibrary loan requests for serials sent to other libraries during 1980. The Pearson correlation coefficient (r) is a measure of linear relationship between two variables. It can take values ranging from +1.00 to -1.00. Positive values indicate a positive linear relationship between the variables under study, i.e., increases in one are usually associated with increases in the other. A negative value for the correlation coefficient means that increases in one are often accompanied by decreases in the other, or vice-versa. Generally speaking, a correlation coefficient which is closer to +1.00 or -1.00 usually indicates a stronger correlation than one which is closer to 0.00.

Table 2.26 displays, by library type, (A) the number of libraries from Phase One of the Library Photocopying Survey which reported both statistics, (B) the correlation coefficient itself, and (C) the means for the observations which were the subject of the calculation of the correlation coefficient.

The extreme values occur for public libraries (r = -0.18) and special-non-profit libraries (r = +0.93). Due to the small sample sizes for these two library types, however (n = 12 and 8, respectively) we are reluctant to describe these correlations as truly representative of their respective populations.

The sample sizes for academic, federal, and special-for-profit libraries are somewhat larger, however, and the correlation coefficients are all positive. In fact, federal libraries have the largest positive coefficient, r = +0.68.

We wanted to test the hypothesis that the correlation coefficients calculated from the sample were actually equal to the population values for academic, federal, and special-for-profit libraries. We used the test

Table 2.26 Correlation Between Computer Searches and Serial Interlibrary Loan Requests, by Library Type, 1980

Library Type	A. Number of Libraries Reporting	B. Pearson r Correlation Coefficient	C. Sample Mean	
			Computer Searches	Serial ILL Requests
Public	12	-0.182	639	254
Academic	30	+0.224	511	1,414
Federal	28	+0.679	1,533	1,187
Special-for-profit	23	+0.295	353	881
Special-non-profit	8	+0.932	464	807

SOURCE: King Research, Inc., Library Photocopying Survey, Phase One, Questions 41 & 45.

Table 2.27 Correlation Between the Number of Serial Subscriptions Received, Number of Computer Searches, and Number of Serial Interlibrary Loan Requests, by Library Type, 1980

Type of Library	Number of Libraries Reporting	Pearson Correlation Coefficient	
		A. Between serial subscriptions received and computer searches	B. Between serial subscriptions received and serial ILL requests
Public	12	+.293	+ .214
Academic	30	+.150	+ .384
Federal	28	+.178	-0.114
Special-for-profit	23	+.591	+ .747
Special-non-profit	8	+.603	+ .734

SOURCE: King Research, Inc., Library Photocopying Survey, Phase One, Questions 12, 41, and 45.

statistic based on Fisher's r to Z transformation, as described by Hays.[1] Based on a two-tailed test at the .05 level, we could not reject the hypothesis. We thus view this as evidence that, at least among academic, federal, and special-for-profit libraries, there is a positive linear correlation between the number of computerized searches of bibliographic databases and the number of serial interlibrary loan requests, with the strongest correlation occurring among federal libraries.

We must caution the reader against interpreting these data to mean there is a causal link between computerized database searching and serial interlibrary loan requests. First, the correlation coefficient is only a measure of relationship; it does not measure causality. Second, an underlying factor not investigated here is the effect of library size on the variables described above. As displayed in Table 2.27, there are mostly positive correlations between the number of serials subscriptions received and (A) the number of computer searches, and (B) the number of serial interlibrary loan requests. Except for special-for-profit libraries, despite mostly positive correlations, the correlation does not appear to be strong. (Again, because of low response for public and special-non-profit libraries, we recommend that the correlation coefficients for these two library types not be interpreted as representative of their respective populations.)

If we consider the number of serial subscriptions received to be a good analog for library size, it seems that, at least for academic and federal libraries, size is not a good predictor of either computer searching or interlibrary loan requests. However, size does appear to be a better predictor of these variables for special-for-profit libraries, given the relatively high correlation coefficients presented in Table 2.27 for this library category.

It may be that the number of serial subscriptions received is not a good size indicator to use in this analysis. Nevertheless, it should be noted here that both computer searching as well as ILL can be characterized as

[1] Hays, William L. Statistics. New York: Holt Rinehart, and Winston, 1963, pages 530-532. The value of the test statistic needed to reject the hypothesis that sample values of r equalled the true population value was ± 1.96, using a two-tailed test at the .05 level. Calculated test statistics for academic, federal, and special-for-profit libraries were .0002, .0018, and -.0006, respectively.

activities which either enhance or supplement local library collections and services, irrespective of library size.

One question we cannot answer here is whether computer searching "leads to" an increase in serial ILL requests, primarily due to the limitations of the correlation coefficient and the restricted sample sizes we are working with here. Interestingly, one might infer from Table 2.27 that, at least for special-for-profit libraries, libraries which subscribe to more serials do more computer searching as well as make more serial ILL requests. This inference would appear to contradict the hypothesis that, at least for special-for-profit libraries, computer searching and interlibrary loan tend to reduce the need for current subscriptions. Instead, evidence (albeit circumstantial) for an opposite trend for special-for-profit libraries is given here.

To summarize:

1. There is evidence of a positive correlation between the amount of computer searching done by libraries and the number of serial interlibrary loan requests they initiate; this correlation is strongest for federal libraries.

2. There is also some evidence of a generally positive correlation between the number of serial subscriptions received by libraries and (A) the number of computer searches conducted and (B) the number of serial ILL requests initiated; however,

3. Special-for-profit libraries show the strongest correlation between serial subscriptions received and (A) computer searches and (B) serial ILL requests, suggesting that, at least for this library group, computer searching and ILL requests are not being used as replacements for serial subscriptions.

SECTION 3
LIBRARY PHOTOCOPYING SURVEY
PHASE TWO

3.1 Introduction

In the previous section we presented data on photocopying and other activities of U.S. public, academic, federal, and special libraries. Some of these data were based on records kept, or estimates made, by responding libraries. In order to provide a more precise method for measuring the volume and characteristics of photocopying transactions and interlibrary loan requests, we asked a sample of libraries to monitor and tabulate photocopying transactions and outgoing interlibrary loan requests for three data collection periods beginning with Spring of 1981. The forms and instructions used for data collection are reproduced as Appendix B.

The last page of the questionnaire used in Phase 1 of the Library Photocopying Survey asked libraries to participate in a second phase of data collection. In this second phase, participating libraries were requested to fill out an "Interlibrary Request Log" and a "Photocopying Transaction Log".

The Interlibrary Request Log was filled out by a requesting library each time it initiated an interlibrary loan request. It supplied the following data:

- date of the request
- type of item requested (book, serial, other)
- publication date
- reason for request
- whether request was filled or refused
- whether the item supplied in response to the request bore a notice of copyright.

The Photocopying Transaction Log was designed to be filled out each time a photocopy of library materials was made by a library staff member in response to a library user's request, irrespective of whether the photocopy was

made for a local user or in response to an interlibrary loan request received from another library. This log supplied the following data:

- date
- type of item
- publication date
- type of requestor (student, employer, other)
- number of copies made
- presence of a copyright notice on original
- library's interpretation of the copyright law in connection with this transaction.

Libraries were supplied with enough forms to record up to 15 working days' worth of interlibrary loan requests (or up to 120 requests) and 15 working days' worth of photocopying transactions (or up to 400 transactions) involving library materials. (Libraries were asked to report a minimum of 10 ILL requests and 120 photocopying transactions.) The actual number of forms assigned to libraries to fill out was based on their estimated weekly transaction volume; this was estimated based on responses supplied in the Phase 1 questionnaire. Libraries were asked to fill out the forms for up to 15 working days or until their supply of forms was exhausted; they then batched and returned the forms to King Research for coding, editing, and keypunching. (Interlibrary Request Logs were returned up to 30 days after the ILL request was initiated to allow time for a response to be received by the requesting library.)

Altogether, 150 libraries participated in Phase 2 of the Library Photocopying Survey; they supplied the following number of photocopying transactions and interlibrary loan requests:

Table 3.1 Number of Libraries which Participated in Phase 2 of the Library Photocopying Survey, 1981

Type of Library	Interlibrary Request Log		Photocopying Transaction Log	
	Number of Libraries which Participated	Number of Request Logs Returned	Number of Libraries which Participated	Number of Transactions Reported
Public	32	1,717	30	3,766
Academic	40	2,744	41	5,634
Federal	38	2,033	36	3,170
Special-for-profit	16	470	16	715
Special-non-profit	23	687	27	2,578
Total	149	7,651	150	15,863

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2.

Most of these data were collected during calendar 1981. Data collection periods were spread throughout the year so that seasonal variations among libraries were taken into account when data were aggregated and projected to an annual total. Number of transactions by date of transaction are tabulated below:

Table 3.2 Tabulation of Loans and Photocopying Transactions by Month

Date of Transaction	Type of Transaction	
	Interlibrary Loan Request	Photocopying Transactions
May 81	949	770
Jun 81	1,526	4,338
Jul 81	187	124
Aug 81	49	109
Sep 81	2,595	7,470
Oct 81	10	158
Nov 81	2,132	2,572
Dec 81	203	219
Jan 82	0	102
Feb 82	0	1
Total	7,651	15,863

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2.

When libraries returned their forms to King Research, they also reported (a) the number of days over which forms were filled out, and (b) the total days the library was open for business during the year. The ratio of (b) to (a) was used to project the number of transactions reported by that library to an annual total; totals were then aggregated across library sampling strata and were then projected to a population total by a stratum weight equal to the number of libraries in the population of the sampling stratum divided by the number of libraries reporting in that stratum. (Sampling strata were the same as sampling strata used in Phase 1 of the Library Photocopying Survey; weights were somewhat larger due to the smaller number of libraries participating in Phase 2.)

The following sections present data from the analysis of the Interlibrary Request Log and from the Photocopying Transaction Log. The reader should note the following about these data.

First, data are reported for 1981, since both the Photocopying Transaction Log and the Interlibrary Request Log were filled out during 1981. The reader should note, however, that one of the statistical components in the calculations for projecting survey results to the total population is the number of libraries in 1980. Thus, if the number of libraries grew (or declined) between 1980 and 1981, this growth (or decline) would affect the accuracy of the projection of the sample to a 1981 total. Due to the relatively stable size of the library population, however, we feel this effect would be minimal.

Second, except for a few instances, we have not presented data for special libraries subdivided by for-profit and not-for-profit special libraries. This is because the number of special libraries participating in each of these categories was relatively smaller than the number of libraries participating in the other categories.

Third, we wish to caution the reader that the photocopying transactions reported herein cover only those made by library staff of library materials; they cover neither copying of office forms, memos, or letters nor copying done by library users on user-operated machines; copying in the latter category is covered by the User Survey, discussed in Section 5 of this report.

Fourth, we want to make a special acknowledgement here to the 150 libraries which devoted so much time to filling out these data collection forms. As shown in Appendix B of this report, the instructions were quite specific yet they still placed a substantial burden on the cooperating libraries.

3.2 Description of Interlibrary Loan Requests, 1961

In this section, we present refined data on interlibrary loan requests initiated by U.S. public, academic, federal, and special libraries. The difference between these data and the data for 1976 supplied in the earlier NCLIS/NSF/CONTU-sponsored study is that portions of that report concentrated on interlibrary loan requests for serials, whereas here we present data on serials, books, as well as other materials requested.

The data presented here are more accurate in their estimation of the volume of interlibrary loan requests than that presented earlier in Section 2 of this report since they are based on actual observations made during designated data collection periods by a subsample of the libraries which participated in Phase One. Also, these data do not involve the imputation for item non-response within sample libraries which was the case with the Phase One survey. For example, even though the number of libraries participating in Phase One (n=554) is greater than the number participating in Phase Two (n=149), the number of libraries reporting ILL requests in some data categories in Phase Two was actually greater than the number supplying the same data in Phase One.

3.2.1 Description of Interlibrary Loan Requests, by Type of Library

Tables 3.3(a) and 3.3(b) present volume of requests, subdivided by library type.[1] Type of Library is displayed across the top of the table, while the individual categories on the Interlibrary Request Log are displayed down the side in percentages.[1] (Definitions of the questions and responses are given in Appendix B.)

[1] Table 3.3(a) displays percentages; Table 3.3(b) displays the estimated number of requests.

Table 3.3(a) Description of Interlibrary Loan Requests, by Library Type, 1981 (percentage of requests)

	Type of Library (n=thousands of requests)				
	Public (n=14,344)	Academic (n= 5,266)	Federal (n= 1,986)	Special (n= 3,262)	All Libraries (n=24,859)
A. Type of Source Item					
Book	85.8%	35.0%	22.0%	18.1%	61.1%
Serial	8.9	61.2	75.5	74.1	33.8
Other	4.1	3.1	2.3	6.5	4.1
Unknown, No answer	1.2	0.7	0.2	1.4	1.0
Total	100.0%	100.0%	100.0%	100.1%	100.0%
B. Publication Year					
1981	5.0%	6.4%	18.2%	12.6%	7.3%
1980	13.2	10.6	19.0	23.5	14.5
1979	8.5	10.4	11.6	13.0	9.7
1977-1978	11.2	15.8	14.5	17.1	13.2
1967-1976	29.7	30.3	23.5	21.9	28.3
Prior to 1967	26.0	24.1	11.1	9.6	22.3
Not Reported	6.4	2.3	2.2	2.3	4.7
Total	100.0%	99.9%	100.1%	100.0%	100.0%
C. Was request refused?					
Yes	1.1%	2.7%	1.8%	4.0%	1.9%
No	92.9	93.0	96.8	94.3	93.4
No answer	6.0	4.3	1.4	1.7	4.7
Total	100.0%	100.0%	100.0%	100.0%	100.0%
D. Request to Library:					
In system	5.3%	21.1%	14.5%	15.7%	10.8%
Outside system	93.1	67.8	84.1	81.3	85.5
No answer	1.6	11.1	1.4	3.1	3.8
Total	100.0%	100.0%	100.0%	100.0%	100.1%
E. Type of Requestor					
Student	3.5%	65.0%	5.3%	0.7%	16.3%
Teacher	3.4	25.1	13.1	2.3	8.6
Employee	4.0	5.6	80.4	89.7	21.7
Other, Unknown	85.6	2.5	0.8	6.4	50.9
No answer	3.5	1.8	0.4	0.8	2.5
Total	100.0%	100.0%	100.0%	99.9%	100.0%
F. Reason for Request					
Replacement	0.7%	3.0%	0.2%	0.1%	1.1%
School-related	5.2	82.9	19.4	3.4	22.6
Job-related	6.2	4.0	77.0	94.1	22.9
Other, Unknown	83.6	7.7	2.9	1.5	50.0
No answer	4.2	2.5	0.6	0.9	3.1
Total	99.9%	100.1%	100.1%	100.0%	99.7%
G. Was request filled?					
Yes, with original	52.7%	30.1%	21.9%	23.0%	41.6%
Yes, with photocopy	8.2	47.1	59.6	65.2	28.0
No, not filled	13.5	15.5	13.7	8.0	13.2
Incomplete transaction	1.9	6.0	3.1	1.6	2.8
No answer	23.7	1.3	1.8	2.4	14.4
Total	100.0%	100.0%	100.1%	100.2%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

Table 3.3(b) Description of Interlibrary Loan Requests, by Library Type, 1981
(number of requests)

	Type of Library (thousands of requests)				
	Public	Academic	Federal	Special	All Libraries
A. Type of Source Item					
Book	12,307	1,843	437	590	15,189
Serial	1,277	3,223	1,499	2,415	8,402
Other	588	163	46	212	1,019
Unknown, No answer	172	37	4	45	249
Total	14,344	5,266	1,986	3,262	24,859
B. Publication Year					
1981	717	338	361	411	1,815
1980	1,894	559	377	767	3,605
1979	1,219	548	230	424	2,411
1977-1978	1,607	833	288	558	3,281
1967-1976	4,260	1,597	466	714	7,035
Prior to 1967	3,729	1,270	220	313	5,544
Not Reported	918	121	44	75	1,168
Total	14,344	5,266	1,986	3,262	24,859
C. Was request refused?					
Yes	158	142	36	130	473
No	13,325	4,897	1,922	3,076	23,218
No answer	861	227	28	56	1,168
Total	14,344	5,266	1,986	3,262	24,859
D. Request to Library:					
In system	760	1,111	288	512	2,682
Outside system	13,354	3,570	1,670	2,649	21,233
No answer	230	585	28	101	944
Total	14,344	5,266	1,986	3,262	24,859
E. Type of Requestor					
Student	502	3,423	105	23	4,052
Teacher	488	1,322	260	75	2,138
Employee	574	295	1,597	2,929	5,394
Other, Unknown	12,278	131	16	209	12,653
No answer	502	95	8	26	622
Total	14,344	5,266	1,986	3,262	24,859
F. Reason for Request					
Replacement	101	158	4	3	274
School-related	747	4,361	385	111	5,635
Job-related	890	210	1,528	3,070	5,710
Other, Unknown	12,003	405	57	49	12,467
No answer	603	132	12	29	773
Total	14,344	5,266	1,986	3,262	24,859
G. Was request filled?					
Yes, with original	7,559	1,585	434	749	10,341
Yes, with photocopy	1,176	2,480	1,182	2,123	6,961
No, not filled	1,936	816	272	260	3,281
Incomplete transaction	273	316	62	52	696
No answer	3,400	69	36	78	3,580
Total	13,400	5,266	1,986	3,262	24,859

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

The estimated number of requests is given under each library type label. In thousands of requests, this breaks down as follows:

public	14,344,000	57.7%
academic	5,266,000	21.2%
federal	1,986,000	8.0%
special	3,262,000	13.1%
	24,858,000	100.0%

As this shows, public libraries account for nearly 60 percent of all ILL requests; public libraries also account for approximately 42% of the libraries which make interlibrary loan requests in 1981. (While these tables do not distinguish between special-for-profit and special-non-profit libraries, our preliminary tabulations suggest that these two groups accounted respectively for 1.7 million and 1.6 million requests.)

Type of item requested

In the far right-hand column of Table 3.3(a), we see that about three-fifths (61.1%) of ILL requests were for books, with about one-third (33.8%) for serials. Public libraries differ from the rest of the library types, however, in that 85.9 percent of their requests were books. About three-fourths of the requests generated by federal and special libraries were for serials, and three-fifths of academic libraries' requests were for serials.

Publication year

Looking next at the publication year of items requested via interlibrary loan, we see that, over all library types, about three-tenths (31.5%) of requests were for items published in 1979, 1980, and 1981. (Please note that 100 percent of all ILL requests monitored during this study were made between May and December of 1981.) Approximately half (50.6%) of all ILL requests made were for items published before 1976, with dates not reported for 4.7 percent of all requests. Federal and special libraries tend to request newer materials than public and academic libraries; 48.8 percent and 48.7 percent respectively of items requested by these library types were published in 1981, 1980, or 1979. For public

and academic libraries, 26.7 percent and 27.4 percent of requests were for items published during these most recent three years.

Was request refused?

We were particularly interested whether libraries refused, for whatever reason, to forward patrons' ILL requests to other libraries. Libraries were instructed to fill out the first part of the Interlibrary Request Log whether or not they forwarded the request to another library, since, as stated in the instructions to the cooperating libraries, "...one of the purposes of the form is to count the number of times your library "refuses" or is unable to forward a request." Only in about 1.9 percent of the cases (approximately 463 thousand requests) did a library refuse to forward requests to another library; overall, 93.4 percent of the requests were forwarded.

Location of library to which ILL request was sent

Libraries were asked to classify the library to which an ILL request was sent as (1) "in system" or (2) "outside system." The instructions for this question read as follows:

> REQUEST WAS SENT TO LIBRARY - Circle 1 if the request was sent to a library within your own system but which is geographically distant from your own library. (Note: we define a library "system" as a group of libraries which are under a central financial or managerial control.) (Examples: corporate or centrally-managed government libraries which are geographically distributed throughout the country.) Circle 2 if the request was sent to a library in a system outside your own (e.g., another company, a different college or university, another public library system, etc.). NOTE: sending and receiving requests to other local branch libraries in a public library or local campus system should not be considered as an "interlibrary request" for the purposes of this study.

Based on this, 85.5 percent of ILL requests were sent to libraries "outside the system" of the requesting library, with 10.8 percent sent to other libraries in the requesting library's system. About one-fifth of academic

libraries' requests were sent to libraries in the system of the requesting library; assuming that the above instructions were interpreted correctly, we interpret these "in system" academic library requests to have been sent to, for example, other colleges in state colleges' systems, or to separate departmental libraries not under the same financial or managerial control.

Type of requestor

Item E on Table 3.3(a) displays the type of requestor, i.e., the type of person initiating the ILL request. About half (50.9%) of the requestors were classified as "other or unknown"; about 97 percent of these 50.9 percent were accounted for by public libraries. We conclude from this that the majority of "other, unknown" ILL requests are accounted for by members of the general public who use public libraries.

Not surprisingly, 65 percent of academic library ILL requests are accounted for by students, with about one-fourth (25.1%) by teachers. Federal and special interlibrary loan requests are accounted for primarily by employees of the library's parent organization; 80.4 percent and 89.7 percent of these libraries' requests respectively are initiated by employees.

Reason for request

Why are interlibrary loan requests initiated? We supplied four categories of responses:

1. Replacement (e.g., a library needs to replace a lost or mutilated item)

2. School-related (request was made in connection with any formal course of study conducted at the library's or any other institution)

3. Job-related (the item was requested in connection with someone's job, unless the job was teaching, in which case the request was coded as school-related)

4. Other or unknown (any request which could not be coded into the above categories)

From Table 3.3(a), we see that only 1.1 percent of requests are for replacement purposes, 22.6 percent are school-related, 22.9 percent are job-related, and 50.0 percent are other or unknown.

The majority of this latter category (96.5% of the 50.9%) are accounted for by public libraries. In fact, 83.6 percent of public library requests were coded as other or unknown for the reason of request.

Most (82.9%) of academic library requests are, not surprisingly, school-related. Also, the majority of federal (77%) and special library requests (94.1%) are job-related. Finally, a fifth (19.4%) of federal library requests are school-related.

Was request filled?

The majority (69.6% from Table 3.3(a) of ILL requests were filled, either with originals (41.6%) or photocopies (28.0%). These numbers may be slight underestimates, since in 17.2 percent of the requests the data collection period ended before a response was received (2.8%) or no answer was given to this question on the Interlibrary Request Log (14.4%). This was particularly the case for public libraries, where 23.7 percent supplied no answer; it is possible that some portion of this 23.7 percent may have been filled eventually.

Nevertheless, more than half (52.7%) of public library requests were filled with originals, undoubtedly reflecting public libraries' more frequent requests for books. Only 8.2 percent of public library requests were filled with photocopies.

Reflecting other library types' more frequent requests for serials, large proportions of academic (47.1%), federal (59.6%) and special (65.2%) requests were filled with photocopies. Academic libraries showed the highest proportion of requests not filled, with 15.5 percent of ILL requests not filled.

3.2.2 Description of Interlibrary Loan Requests, by Type of Item Requested

In Tables 3.4(a) and 3.4(b), we display data on interlibrary loan requests in a somewhat different fashion. Instead of subdividing requests by type of library, we subdivide them by the type of item requested. The total number of requests is the same---approximately 25 million---which breaks down as follows:

Book	15,184,000	61.1%
Serial	8,407,000	33.8%
Other	1,013,000	4.0%
Not reported	254,000	1.0%
	24,859,000	100.0%

Most book requests (81.1%) are initiated by public libraries, while most serial requests are initiated by academic (38.3%) and special (28.7%) libraries. Most requests for "other" materials (58.5%) are initiated by public libraries; this category includes such things as sheet music, photographs, or maps.

Publication year

Requested serial articles are not as old as requested books. Almost half (46.1%) of serial items requested were published during or after 1979, while only one-fourth (25.1%) of books requested were published during this same period. In fact, 59 percent of requested books were published before 1977, while only 36.5 percent of requested serials were published before 1977.

Was request refused?

Serial requests are only slightly more likely (2.5%) than book requests (1.4%) to be refused; the actual number of refusals are about equal, however,

Table 3.4(a) Description of Interlibrary Loan Requests, by Type of Item Requested, 1981 (percentage of requests)

	Type of Item Requested (n=thousands of requests)				
	Book (n=15,184)	Serial (n= 8,407)	Other (n=1 ,013)	Not Reported (n=254)	Total (n=24,859)
A. Library Type					
Public	81.1%	15.1%	58.5%	66.3%	57.7%
Academic	12.2	38.3	16.2	14.5	21.2
Federal	2.9	17.8	4.4	1.6	8.0
Special	3.9	28.7	20.9	17.6	13.1
Total	100.1%	99.9%	100.0%	100.0%	100.0%
B. Publication Year					
1981	4.5%	13.0%	2.8%	3.1%	7.3%
1980	12.7	19.0	4.3	10.9	14.5
1979	7.9	14.1	2.3	5.1	9.7
1977-1978	11.8	15.2	12.1	32.0	13.2
1967-1976	32.7	22.8	12.6	12.9	28.3
Prior to 1967	26.3	13.7	34.3	16.4	22.3
Not Reported	4.0	2.2	31.7	19.5	4.7
Total	99.9%	100.0%	100.1%	99.9%	100.0%
C. Was request refused?					
Yes	1.4%	2.5%	3.0%	2.8%	1.9%
No	93.9	94.2	81.0	89.4	93.4
No answer	4.7	3.3	16.0	7.9	4.7
Total	100.0%	100.0%	100.0%	100.1%	100.0%
D. Request to Library:					
In system	7.4%	17.5%	6.2%	6.7%	10.8%
Outside system	90.8	75.1	92.4	81.9	85.5
No answer	1.8	7.3	1.4	11.4	3.8
Total	100.0%	99.9%	100.0%	100.0%	100.1%
E. Type of Requestor					
Student	9.4%	30.0%	11.0%	6.7%	16.3%
Teacher	5.9	13.4	8.8	7.5	8.6
Employee	9.4	43.5	26.7	16.6	21.7
Other, Unknown	72.3	12.0	51.5	58.1	50.9
No answer	3.1	1.4	2.0	11.1	2.5
Total	100.1%	100.3%	100.0%	100.0%	100.0%
F. Reason for Request					
Replacement	0.7%	1.8%	0.6%	0.8%	1.1%
School-related	13.3	40.2	17.9	12.9	22.6
Job-related	9.0	47.5	26.1	20.4	22.9
Other, Unknown	73.0	8.9	53.1	54.9	50.3
No answer	3.9	1.6	2.3	11.0	3.1
Total	99.9%	100.0%	100.0%	100.0%	100.0%
G. Was request filled?					
Yes, with original	60.5%	7.5%	40.9%	40.4%	41.6%
Yes, with photocopy	1.6	77.9	13.1	12.5	28.0
No, not filled	13.8	10.5	26.4	11.8	13.2
Incomplete transaction[1]	2.0	2.6	17.9	2.0	2.8
No answer	22.0	1.6	1.7	33.3	14.4
Total	99.9%	100.1%	100.0%	100.0%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

[1] "Incomplete transaction" means that the data collection period ended before a response was received to the request.

Table 3.4(b) Description of Interlibrary Loan Requests, by Type of Item Requested, 1981 (number of requests)

	Type of Item Requested (thousands of requests)				
	Book	Serial	Other	Not Reported	Total
A. Library Type					
Public	12,302	1,271	593	168	14,344
Academic	1,851	3,223	164	37	5,270
Federal	440	1,498	44	4	1,989
Special	591	2,415	212	45	3,256
Total	15,184	8,407	1,013	254	24,859
B. Publication Year					
1981	684	1,093	28	8	1,815
1980	1,930	1,597	44	28	3,605
1979	1,201	1,185	23	13	2,411
1977-1978	1,794	1,278	122	81	3,281
1967-1976	4,970	1,917	128	33	7,035
Prior to 1967	3,997	1,152	347	42	5,544
Not Reported	608	185	321	49	1,168
Total	15,184	8,407	1,013	254	24,859
C. Was request refused?					
Yes	212	210	30	7	472
No	14,258	7,919	821	227	23,218
No answer	714	278	162	20	1,169
Total	15,184	8,407	1,013	254	24,859
D. Request to Library:					
In system	1,124	1,473	63	17	2,682
Outside system	13,787	6,320	936	208	21,233
No answer	273	614	14	29	944
Total	15,184	8,407	1,013	254	24,859
E. Type of Requestor					
Student	1,426	2,515	111	17	4,052
Teacher	895	1,123	89	19	2,138
Employee	1,426	3,646	271	42	5,394
Other, Unknown	10,967	1,006	522	148	12,653
No answer	470	117	20	28	622
Total	15,184	8,407	1,013	254	24,859
F. Reason for Request					
Replacement	106	151	6	2	273
School-related	2,021	3,380	181	33	5,618
Job-related	1,368	3,993	265	52	5,693
Other, Unknown	11,096	748	538	139	12,504
No answer	593	135	23	28	771
Total	15,184	8,407	1,013	254	24,859
G. Was request filled?					
Yes, with original	9,196	630	414	103	10,341
Yes, with photocopy	243	6,543	133	32	6,961
No, not filled	2,097	882	268	30	3,281
Incomplete transaction[1]	304	218	181	5	696
No answer	3,344	134	17	84	3,580
Total	15,184	8,407	1,013	254	24,859

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

[1] "Incomplete transaction" means that the data collection period ended before a response was received to the request.

approximately 213 thousand for books and 210 thousand for serials; these numbers are, for all practical purposes, equivalent.

Location of library to which ILL request was sent

Table 3.4(a) shows that relatively more serial requests were sent to "in system" libraries than books, with relative percents for the two of 17.5 and 7.4 percent.

Type of requestor

Table 3.4(a) also shows that serials (30.0%) are more likely to be requested by students than are books (9.4%). Also, employees of the organization served by the library are more likely to request serials (43.5%) than books (9.4%); this is the natural result of the much higher proportion of book requests being accounted for by public libraries.

Reason for request

Reflecting the general public's demand for books via ILL, 73.0 percent of book ILL requests are requested by someone other than a student, teacher, or employee of the library's parent organization.[1]

Almost half (47.5%) of serial requests are job-related, while about two-fifths (40.2%) are school-related, the majority of the latter group being accounted for by students at colleges and universities.

Was request filled?

According to Table 3.4(a), serial requests and book requests are about equally likely not to be filled, with percents of 10.5 and 13.8. As expected, 60.5 percent of book requests are filled with originals and 77.9 percent of serial requests are filled with photocopies.

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[1]It is probably not surprising that requestor types are unknown for many public library requests; in many public library systems, ILL requests are forwarded by branch libraries to the headquarters' ILL department, which may in many cases have no way of knowing the type of requestor.

Interestingly, 7.5 percent of serial requests are filled with originals; this translates to approximately 630 thousand serial ILL requests, which were presumably filled through loans of original issues or bound volumes. It is impossible to tell, however, how this compares with 1976 due to a lack of comparative data on this question.

3.2.3 Interlibrary Loan Requests which Libraries Refused to Transmit to Other Libraries

Libraries refused to transmit approximately 464 thousand ILL requests to other libraries. We were particularly interested in how many of these refusals were attributable to the CONTU five-copy guidelines.[1] This refers to CONTU's interpretations of subsection 108(g)(2) of the copyright law. The "5 copies" refers to the maximum number of copies (5) which can be requested during a given year without prior permission from a serial title's issues published during the past 5 years.

As Table 3.5 shows, only about 5 percent of ILL refusals were attributed to the CONTU 5-copy guideline. The remaining 80 percent cited as "other" were accounted for by reasons not apparently related to any interpretation of the copyright law. Examples of these other reasons for refusal are the following:

- The item requested had not been published yet (this can happen when bibliographic citations are available in print or via computer before the cited item is published)
- The item requested was not available
- The item requested was already in the library's collection (a possible reason for this is that the item requested was owned but already in circulation)

We should note here that we have reason to believe that the total number of refusals may have been underestimated, depending upon where in the

[1] National Commission on New Technological Uses of Copyrighted Works (CONTU) assisted representatives of authors, publishers, and libraries in drafting guidelines to aid in the application of statutory language (Section 108(g)(2)) concerning interlibrary loan.

Table 3.5 Description of Interlibrary Loan Requests which Libraries Refused to Transmit, by Reason for Refusal, Type of Item Requested, and Library Type, 1981

	Reason for Refusal (n=thousands of requests)			
	CONTU'S "5-Copy" Guideline (n=25)	Other (n=370)	No Answer (n=69)	Total (n=464)
A. Type of Item Requested				
Book	0.0%	48.4%	54.9%	46.8%
Serial	100.0	42.6	39.8	45.2
Other	0.0	8.0	0.2	6.4
Not reported	0.0	1.0	5.0	1.6
Total	100.0%	100.0%	99.9%	100.0%
B. Library Type				
Public	0.0%	30.0%	63.9%	33.4%
Academic	18.9	34.5	13.1	30.5
Federal	58.1	5.0	4.9	7.8
Special	23.0	30.6	18.2	28.3
Total	100.0%	100.1%	100.1%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

interlibrary loan request process the refusal was made. It is possible that some refusals may have been made before the filling out of forms was initiated. We do not know how frequently this may have been the case among the sample libraries. Nevertheless, we can make the following observations:

- Not all refusals for forwarding serial requests were attributed to the CONTU guidelines.

- Federal libraries most frequently (58.1%) cite the CONTU guidelines as a reason for refusals.

- "Other" refusals are fairly evenly split between books (48.4%) and serials (42.6%).

- Federal libraries least often cite "other" reasons for ILL refusals.

Despite the possibility of under-reporting on the number of refusals, our considered opinion is that the CONTU 5-copy guideline has had a relatively small impact on library requestors when compared with the total volume of ILL requests. (The reader is referred to Section 5 of this report which describes responses by library users about whether they have experienced library refusals to make or obtain photocopies.)

3.2.4 Copyright Notice Status of Interlibrary Loan Requests Filled with Photocopies

As shown in Table 3.6, approximately seven million ILL requests were filled with photocopies, the majority of these (94%) for serials. We asked librarians, once a request had been filled, to indicate the "copyright status" of the photocopy, as follows:

1. "Circle 1 if the photocopy has on it a copy of the original notice of copyright as it appeared on the item which was photocopied."

2. "Circle 2 if a copyright notice or a copyright statement of some sort was supplied by the filling library, e.g., "...this item may be protected by copyright", or words to that effect."

3. "Circle 3 if both 1 and 2 apply, i.e., if both a copy of the original notice of copyright appears on the photocopy and a statement concerning copyright is supplied by the filling library."

4. "Circle 4 if neither 1 nor 2 apply."

Table 3.6 displays both row percents (which add across) and column percents (which add down) for ILL photocopies, crosstabulated by type of item requested and copyright notice status.[1] Examining the column percents in the far right-hand column in Table 3.6, we see that over half (56.7%) of ILL photocopies contained a statement of the possible applicability of the copyright law.

Only 3.7 percent of requests contained a copy of the original notice. This is possibly due to the relative infrequency with which publishers attach copyright notices to the first page of serial articles, even when serials are registered

[1] Although it is not a perfect indicator, presence or absence of a copyright notice is often the only information available about whether the publisher or author claims copyright protection for that item.

Table 3.6 Copyright Notice Status of Interlibrary Loan Requests Filled with Photocopies, by Type of Item Requested, 1981

Copyright Notice Status	Type of Item Requested (n=thousands of requests)				
	Book (n= 248)	Serial (n= 6,545)	Other (n= 132)	Not Reported (n= 32)	Total (n= 6,957)
A. Copy of original notice (n= 254)					
row percent	3.9%	96.1%	0.0%	0.0%	100.0%
column percent	4.0%	3.7%	0.0%	0.0%	3.7%
B. Notice supplied by filling library (n=3,947)					
row percent	2.7%	94.9%	1.8%	0.0%	99.4%
column percent	43.3%	57.2%	53.0%	78.1%	56.7%
C. Both of the above (n=1,196)					
row percent	1.7%	97.4%	1.0%	0.0%	100.1%
column percent	8.0%	17.8%	8.7%	0.0%	17.2%
D. Neither of the above (n=1,462)					
row percent	7.3%	89.0%	3.2%	0.0%	99.5%
column percent	43.0%	19.9%	35.5%	18.8%	21.0%
E. No answer (n= 98)					
row percent	4.3%	91.9%	3.7%	0.0%	99.9%
column percent	1.7%	1.4%	2.8%	0.0%	1.4%
F. Total (n=6,957)					
row percent	3.6%	94.1%	1.9%	0.5%	100.0%
column percent	100.0%	100.0%	100.0%	96.9%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Interlibrary Request Log.

with the Copyright Office.

Photocopies made from books were more likely than photocopies made from serials to bear neither a copy of an original copyright notice nor a statement of copyright supplied by the filling library; 43 percent of book requests bore neither while 19.9 percent of serial requests bore neither.

Turning now to the row percents, we see that 96.1 percent of the requested items which bore a copy of the original notice were serials, 94.9 percent of requests with a library-supplied statement were serials, and 97.4 percent of those with both a notice and a statement were serials; these high percentages are due, of course, to the fact that the majority of copies supplied are of serials.

3.2.5 Serial ILL Requests Filled with Photocopies

Table 3.7 displays the changes in the number of serial interlibrary loan requests filled with photocopies for 1976 and 1981. The 1976 data are from the previous report, Library Photocopying in the United States. This table shows that, overall, the number of serial ILL requests increased nine percent between 1976 and 1981, up from 6,030,000 to 6,546,000. Federal libraries showed the greatest increase in the total, up 36 percent. Public libraries showed an actual decline, down 22 percent. This decline in public library ILL requests tends to depress the overall percent increase; if public library ILL requests are excluded, serial ILL photocopies for academic, federal, and special libraries showed an increase of 17 percent.

We must admit some surprise at the modest size of the increase between 1976 and 1981, and at the decline in public library requests. Conventional wisdom has it that, in the face of climbing subscription prices, tightening library budgets, and increased use of computerized online searching, the number of requests since 1976 has grown substantially.

Table 3.7 Description of Serial ILL Requests Filled With Photocopies, 1976 and 1981

Type of Library	Year 1976[1] (thousands of requests)	Year 1981[2] (thousands of requests)	Difference (+/- %)
Public	1,340	1,043	-22%
Academic	2,060	2,385	+16%
Federal	830	1,128	+36%
Special	1,800	1,988	+10%
Total	6,030	6,546	+ 9%

SOURCE: King Research, Inc., Library Photocopying in the United States (pub. 1977) and Library Photocopying Survey, Phase Two, Interlibrary Request Log.

[1]Actual unit of measurement: photocopy items borrowed.

[2]Actual unit of measurement: number of requests filled with photocopies. (These units of measurement are equivalent.)

In order to guard against the possibility that the modest size of this increase was due more to the nature of the statistical analysis than to actual changes in volume, we compared ILL data reported in our 1976 survey on a library-by-library basis with the libraries reporting here. We retrieved the original 1976 data collection forms and tabulated on a library-by-library basis whether libraries' total interlibrary loan request volume increased or decreased between 1976 and 1980. We did this for libraries which reported data on ILL requests for both 1976 and 1980. Table 3.8 displays what we found for public and academic libraries, the library types for which the best comparable data available.

Table 3.8 Comparison of Libraries Reporting ILL Request Data for Both 1976 and 1980[1]

Library Type	Number of Sampled Libraries Reporting in Both Years	Number Reporting 1976-1980 Increase	Number Reporting 1976-1980 Decrease
Public	55	37	18
Academic	89	52	37

SOURCE: King Research, Inc.

As this table shows, substantial numbers of libraries of each type (33% of public and 42% of academic) reported actual decreases in the number of ILL requests sent to other libraries. Upon examining the data on a case-by-case basis, we found that (a) larger public libraries' ILL volumes appeared to increase while smaller public libraries' (the majority of public libraries) volumes showed a net decrease, and (b) both larger and smaller academic libraries showed an increase of only about 16 percent between 1976 and 1980.

We also examined data on borrowings for the Association of Research Libraries (ARL), an association of large research libraries composed primarily of large U.S. academic libraries. Because the membership of this association changed somewhat between 1976 and 1980, we computed the average number of ILL borrowings per member library for each year, and found an increase of 16 percent of the mean borrowings between 1975/76 and 1979/1980, from 2,049 to 2,380.[2]

[1] Data for 1980 from Phase One of the Library Photocopying Survey.

[2] The average for 1978/79 was 2,560; the decline in the average between 1978/79 and 1979/80 was due to new libraries being added to the membership in 1979/80.

We can suggest the following hypotheses which might explain what appears to be a very modest increase in serial interlibrary loan request volume between 1976 and 1981 (these hypotheses are not ranked in any particular order):

1. Overall patron demand for interlibrary loans has not increased significantly for public, academic, federal, and special libraries between 1976 and 1981.

2. Increased economic pressures on libraries have led them to begin charging (possibly more) for interlibrary loans, thus reducing demand.

3. Public libraries, reacting to budget pressures, staff reductions, and branch closings, have cut back on some library services, such as interlibrary loan.

4. The new copyright law has caused some libraries to be more cautious in their transmission of ILL requests to other libraries.

5. Some libraries, particularly special libraries, may be increasing their dependence upon commercial document delivery services and online document ordering.

6. Improved acquisitions and serial selection procedures, perhaps stimulated by library networking, may actually be increasing the likelihood that serial requests are filled without resort to interlibrary loan.

Given the data at hand, we do not believe that it is possible to conclusively prove or disprove any of the above hypotheses. Thus, if we are asked the question, "What effect did the new copyright law have on the volume of interlibrary loan requests?" we would respond as follows:

1. There is some evidence (see Tables 2.17 and 3.5) that the new copyright law may have dampened the number of ILL serial requests generated by U.S. libraries, especially among academic libraries; the actual number of refusals, however, is not known, nor is the size of this change between 1976 and 1981 known.

2. Nevertheless, the majority of reasons libraries refuse to forward their patrons' interlibrary loan requests to other libraries are not related to copyright.

3. Copyright is only one of several possible influences on the change in volume of ILL requests between 1976 and 1981; other possible influences (not investigated here) include the increased availability of copies from other sources, the imposition by some libraries of user charges, and the general economy and the pressure it puts on local institutions such as public libraries.

3.3 Photocopying Transactions, 1981

Participating libraries used the Photocopying Transaction Log to monitor their staff's photocopying of library materials. The results of the analysis of these transactions, monitored from May 1981 through February 1982, are described in the following sections.

3.3.1 Description of Photocopying Transactions, by Library Type

Type of Source Item

Table 3.9 describes the total number of transactions involving library staff photocopying of library materials. A "transaction" is an operation or series of operations in which photocopying is initiated and carried out. Each transaction involves a single source item, a source item being defined as a book, a serial, or other type of library material. Libraries were asked to report photocopying only of materials from that or some other library's collection. Altogether, approximately 22.6 million such transactions occurred in U.S. public, academic, federal, and special libraries in 1981.

As the top row in Table 3.9 demonstrates, the largest single group (39%) of photocopying transactions occurred in public libraries, with special

Table 3.9 Description of Photocopying Transactions, by Transaction Characteristic and Type of Library, 1981

Transaction Characteristics	Type of Library (n=thousands of transactions) Public (n=8,788)	Academic (n=4,864)	Federal (n=2,994)	Special (n=5,927)	All Libraries (n=22,573)
A. Type of Source Item					
Book	26.1%	19.2%	8.4%	9.1%	17.8%
Serial	32.3	65.8	80.6	78.0	57.9
Other, unknown	41.6	15.0	11.0	12.9	24.3
Total	100.0%	100.0%	100.0%	100.0%	100.0%
B. Publication Year					
1981	32.0%	21.9%	22.3%	44.2%	31.7%
1980	8.6	13.3	20.4	17.6	13.5
1979	4.9	8.9	9.2	8.4	7.3
1977-1978	7.3	9.8	10.3	9.1	8.7
1967-1976	10.6	22.0	23.6	13.5	15.6
Prior to 1967	8.3	13.7	9.1	6.4	9.1
Not reported	28.3	10.4	5.0	1.2	14.1
Total	100.0%	100.0%	99.9%	100.0%	100.0%
C. Number of Copies					
One	56.2%	62.7%	85.6%	83.1%	68.6%
2-5	27.6	15.1	7.1	11.0	17.8
6-10	8.6	8.5	4.1	3.3	6.6
11 or more	7.4	9.4	2.9	2.2	5.9
No (0) copies	0.1	0.1	0.3	0.3	0.2
Not reported	0.0	4.3	0.0	0.1	1.0
Total	99.9%	100.1%	100.0%	100.0%	100.1%
D. Requestor					
Student	10.2%	22.1%	2.5%	2.4%	9.7%
Teacher	1.0	32.6	15.1	1.8	9.9
Employee	57.1	17.2	59.0	71.4	52.5
Other, unknown	31.7	28.0	23.4	24.1	27.8
No answer	0.0	0.1	0.0	0.3	0.1
Total	100.0%	100.0%	100.0%	100.0%	100.0%
E. Transaction Type					
Local	54.9%	47.9%	66.9%	76.1%	60.6%
ILL	16.0	37.6	30.9	19.6	23.6
Other	29.0	14.5	2.2	4.3	15.8
Total	99.9%	100.0%	100.0%	100.0%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Photocopying Transaction Log.

libraries accounting for the next largest proportion, 26.2 percent. Most photocopying transactions (57.9%) involved serials, 17.8 percent involved books, and the remainder (24.3%) involved other types of library materials.

Most of the photocopying of library materials at academic (65.8%), federal (80.6%), and special (78.0%) involves serials. The largest category of materials copied at public libraries (41.6%) are other (or type unknown) materials, with serials accounting for 32.3 percent of the public library total.

Publication Year

Across all library types, about half (52.5%) of photocopying transactions were for materials published during 1979, 1980, or 1981. Approximately 24.3 percent were published in the 1967-1978 period, and 9.1 percent before 1967. Dates were unknown or not reported for 14.1 percent of the transactions.

Special libraries most frequently copy newer materials; 70.2 percent of special library transactions involved materials published in 1979, 1980, or 1981. Over two-fifths (44.2%) of special library transactions involved materials published in 1981.

Number of Copies

The majority of transactions reported (68.6%) involve single copies. Only 5.9 percent of transactions involve over 10 copies, and a small proportion (0.2%) involve no copies, attributed to the unavailability of requested items or to inability to copy from the original.

Type of Requestor

Most (52.5%) requestors are employees of the institution served by the library. This ranges from 71.4 percent for special libraries to 17.2 percent for academic libraries; teachers account for 17.2 percent of transactions at academic libraries. Somewhat surprisingly, "employees" account for 57.1 percent of public library photocopying transactions, possibly indicating frequent requesting by staff members for photocopies for library users.

A very large proportion (27.8%) of transactions involve requestors whose type was unknown or who did not fall into the student, teacher, or employee categories.

Transaction Types

Most photocopying transactions (60.6%) involve the making of photocopying for local users, and 23.6 percent in response to interlibrary loan requests. Over three-fourths (76.1%) of special libraries' photocopying transactions are for local users.

3.3.2 Description of Photocopying Transactions, by Type of Source Item

Table 3.10 displays photocopying transactions subdivided by the type of item copied, referred to here as the "source item". Approximately 58 percent of all photocopying transactions involved serials. Approximately 18 percent involved books, and 24 percent involved other materials.

Library Type

The majority of transactions involving books (57.1%) occur in public libraries. Most of the serial transactions (35.4%) occur in special libraries. Finally, 66.8 percent of transactions involving other materials occur in public libraries.

Publication Year

Serial transactions are much more likely to involve items published during the past three years than transactions involving books. About one-third (33.1%) of book transactions involve books published during the past three years, while 64.7 percent of serial transactions involve serials published during the last three years.

Table 3.10 Description of Photocopying Transactions, by Transaction Characteristic and Type of Source Item, 1981

Transaction Characteristic	Type of Source Item (n=thousands of transactions) Book (n= 4,017)	Serial (n=13,076)	Other (n= 5,481)	Total (n=22,574)
A. Type of Library				
Public	57.1%	21.7%	66.8%	38.9%
Academic	23.2	24.5	13.3	21.6
Federal	6.2	18.4	6.0	13.3
Special	13.4	35.4	13.9	26.2
Total	99.9%	100.0%	100.0%	100.0%
B. Publication Year				
1981	9.4%	39.0%	30.8%	31.7%
1980	14.9	16.8	4.7	13.5
1979	8.8	8.9	2.4	7.3
1977-1978	15.2	9.3	2.5	8.7
1967-1976	27.5	16.7	4.0	15.6
Prior to 1967	19.6	8.6	2.4	9.1
Not reported	4.5	0.7	53.1	14.1
Total	99.9%	100.0%	99.9%	100.0%
C. Number of Copies				
One	64.4%	76.3%	53.3%	68.6%
2-5	20.9	14.0	24.8	17.8
6-10	8.3	5.6	7.6	6.6
11 or more	6.2	4.0	10.1	5.9
No (0) copies	0.2	0.1	0.4	0.2
Not reported	0.1	0.0	3.8	1.0
Total	100.1%	100.0%	100.0%	100.1%
D. Requestors				
Student	16.3%	9.5%	5.2%	9.7%
Teacher	13.6	11.2	4.0	9.9
Employee	32.7	50.0	73.1	52.5
Other, unknown	37.3	29.2	17.4	27.8
No answer	0.1	0.0	0.3	0.1
Total	100.0%	99.9%	100.0%	100.0%
E. Transaction Type				
Local	63.6%	62.4%	54.0%	60.6%
ILL	17.7	33.2	5.2	23.6
Other, unknown	18.7	4.5	40.8	15.8
Total	100.0%	100.1%	100.0%	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2.

Number of Copies

Serial transactions are more likely to involve the making of single copies. About three-fourths (76.3%) of serial transactions involve the making of one copy, while 64.4 percent of book transactions involve the making of one copy.

Type of Requestor

Students are relatively more likely to be requestors in transactions involving books (16.3%) than serials (9.5%). Also, employees of the library's parent organization are relatively more likely to be serial transaction requestors (50.0%) than book requestors (32.7%).

Type of Transaction

Both books and serials are equally likely (63.6% and 62.4%) to be involved in transactions for local library users. Serials, however, are more likely (33.2%) than books (17.7%) to be used as source items for interlibrary loan transactions.

3.3.3 Copying Status of Photocopying Transactions

Libraries were asked to specify the "copying status" of each of the photocopying transactions in which they engaged. Libraries were instructed that the "copying status" question of the questionnaire "...should be reviewed by a professional in your organization with some familiarity with copyright issues". They were asked to specify "copying status" for each transaction in the following categories.

1. Section 107 - Fair Use
   This refers to copying for purposes of criticism, comment, news reporting, scholarship, research, and the like. Whether a given use is fair depends upon (a) the purpose of the use, (b) the nature of the copyrighted work which is copied, (c) the length of the copy in comparison with the original, (d) the effect the copy has on the original's potential market.

2. Section 108, Rule of 5

This refers to section 108 of the copyright law (e.g., concerning copying of unpublished works, copying for replacement purposes, etc.) and to the CONTU interlibrary loan guidelines. The latter guidelines provide a working definition of copying which does not amount to a substitution for the subscription to or purchase of the work.

3. Permission without Payment

Refers to instances in which the library sought and obtained permission to make a copy, received this permission, and was not required to make a royalty payment.

4. Payment Made

Refers to instances in which the library paid for making the copy, either directly to the publisher or through a licensing agent or intermediary organization such as the Copyright Clearance Center.

5. Not Protected

Libraries were instructed to choose this classification if they took the position the copy was not protected.

6. Other or Unknown

Libraries were instructed to choose this category if none of the above applied or it it was impossible to determine the copying status of the item.

Table 3.11 displays a breakdown of the photocopying transactions, by library type, type of source item, and type of transaction. The first column of percents indicates the percent of transactions in each row category which involves the photocopying of materials which display a notice of copyright. Here we see that 61.6 percent of all photocopying transactions involve materials which display a copyright notice. Transactions involving source items displaying a copyright notice occur most frequently at federal libraries; 78.7 percent

Table 3.11 Copyright Status, by Library Type, Source Item, and Type of Transaction, 1981

	Percent of Transactions with Copyright Notice on Original[1]	Copying Status (Percent of Transactions)							
		Sec.107 "Fair Use"	Sec.108 "Rule of 5"	Perm. Without Payment	Payment Made	Not Protected	Other, Unknown	No Answer	Total
A. Library Type									
Public	50.6%	53.0	8.4	0.3	0.0	21.2	16.8	0.4	100.1%
Academic	66.7%	59.1	24.7	0.3	0.3	8.3	6.6	0.8	100.1%
Federal	78.7%	37.4	50.4	0.2	0.1	9.6	1.6	0.8	100.1%
Special	64.9%	57.4	23.0	2.7	0.5	9.8	4.8	0.7	99.9%
All Libraries	61.6%	53.7	21.3	0.9	0.2	13.9	9.4	0.6	100.0%
B. Source Item									
Book	81.1%	81.5	8.7	0.2	0.1	5.4	3.4	0.8	100.1%
Serial	77.8%	59.6	31.5	0.8	0.3	3.8	3.6	0.4	99.9%
Other	9.4%	19.0	6.2	1.8	0.1	44.2	27.8	0.9	100.0%
Total	61.6%	53.7	21.3	0.9	0.2	13.9	9.4	0.6	100.0%
C. Transaction									
Local	65.7%	63.7	16.5	1.3	0.2	14.9	3.0	0.4	100.0%
ILL	71.7%	43.3	45.1	0.3	0.3	6.3	4.1	0.6	100.0%
Other, unknown	30.7%	30.9	4.1	0.4	0.0	21.3	41.8	1.5	100.0%
Total	61.6%	53.7	21.3	0.9	0.2	13.9	9.4	0.6	100.0%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Photocopying Transaction Log.

of federal library transactions involve source items displaying a copyright notice; only 50.6 percent of public library photocopying transactions involve source items which display a notice of copyright.

Even though there are more serial than book transactions, (see column headings on Table 3.10), the relative proportion of all materials displaying a notice of copyright is approximately the same for books (81.1%) and serials (77.8%). Special libraries most frequently claim Section 107 (fair use) as the copyright status. Fifty-seven point four percent of special library transactions are of this type.

Federal libraries, on the other hand, are relatively more likely to claim Section 108 or the CONTU rule of 5. Approximately half (50.4%) of federal library transactions were classified as being covered by Section 108 or the CONTU guidelines.

[1] See page B-6 of Appendix B for instructions.

Only in about 0.2 percent of all transactions was a photocopying royalty payment made; this bears out other data from this study suggesting a very low frequency of payment. Obtaining prior permission and making a payment is also infrequent, occurring with only 0.9 percent of the transactions.

Looking at the breakdown by type of source item, we see that Section 107 "fair use" is more likely to be claimed for books than for serials, with percents of transactions for these two categories being 81.5 and 59.6 respectively. Not surprisingly, Section 108 and the CONTU rule of 5 are more likely to be claimed for serials than for books; this is to be expected, since the CONTU ILL guidelines refer specifically to serials.

Interestingly, libraries claim that a very large proportion (44.2%) of transactions involving "other" materials are not protected by copyright.

Finally, we see that approximately equal proportions of transactions for local users (65.7%) and interlibrary loans (71.7%) involved original source items displaying a copyright notice; not surprisingly, section 108 and the CONTU guidelines are cited relatively more frequently for ILL's (45.1%) than for photocopies for local users (16.5%).

3.3.4 Number of Copies Made

In the previous section we examined the number of transactions involving photocopying by library staff of library materials. Here we examine the number of copies produced as the output of these transactions, based on the analysis of the data provided by the Photocopying Transaction Log.

Data given in this section has been adjusted to take into account the following factors.

First, not all transaction logs reported the number of copies made from source items. To take into account this under-reporting, we have adjusted the totals given on number of copies made by +1%, to take into account the number of transactions (0.6% of the total) which did not report number of copies made.

Second, under-reporting occurred in some libraries due to their inability to monitor all staff-conducted photocopying during the data collection period. This was due primarily to the dispersal of staff-conducted photocopying throughout a library or library system, and to possible lapses in record-keeping during the data collection period. To correct for this, we have conservatively adjusted public and academic libraries by a factor of +10%, and federal and special libraries by a factor of +5%. (A similar adjustment for under-reporting was done in our 1976 study.)

Table 3.12 displays the total number of copies made, by type of library; Table 3.13 displays the same data, subdivided by type of source item copied.

A total of almost 100 million copies were made by library staff in 1981. The majority (approximately two-thirds) were made in response to local users' requests. Also, slightly more than one-third were made of materials other than books or serials, with about one-third being made from serials.

By type of library, public libraries made the most copies, accounting for more than two-fifths of the total. Academic libraries were next, accounting for about one-fifth of the total number of copies.

Table 3.12 Number of Photocopies, by Library Type and Transaction Type, 1981

Type of Library	Type of Transactions (millions of copies)			
	Local	ILL	Other	Total
Public	31.9	7.2	10.5	49.6
Academic	12.3	6.1	5.7	24.1
Federal	4.5	2.2	0.5	7.2
Special	12.1	1.5	0.9	14.5
Total	60.8	17.0	17.6	95.4

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Photocopying Transaction Log

Table 3.13 Number of Photocopies, by Library Type and Type of Source Item, 1981

Type of Library	Type of Source Item (millions of copies)			
	Book	Serial	Other	Total
Public	6.6	11.8	31.2	49.6
Academic	6.3	13.2	4.6	24.1
Federal	0.7	4.4	2.1	7.2
Special	3.1	8.6	2.8	14.5
Total	16.7	38.0	40.7	95.4

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Photocopying Transaction Log

Table 3.14 displays the change in photocopying volume by library staff between 1976 and 1981. the total figures show a decrease, down from 113.9 million in 1976 to 95.4 million in 1981, a decrease of approximately 16 percent. Only academic libraries and federal libraries show an increase in staff-conducted photocopying, up 45 and 3 percent respectively.

The second part of Table 3.14 shows that this decrease is accounted for primarily by serials (down 21%) and other materials (down 20%). If we were to make the assumption that serials account for a significant proportion of "other" copying, the drop in serials copying might not be so great.

The bottom part of Table 3.14 shows an increase only for copying in response to interlibrary loan requests, up 62%. This is a much greater increase than that reported earlier for ILL requests filled with photocopies, and may be attributed partly to (a) copying in response to requests from libraries not included in the populations studied here, and (b) to the inclusion by some libraries of copying for requests forwarded by other libraries in the system, a category which was treated separately as "intrasystem lending" in the 1976 study.

Again, we are somewhat surprised by the finding of an overall decrease. While academic and federal libraries seem to be "holding their own" in comparison with 1976, we hypothesize, based on the larger relative decrease in serial photocopying than book copying (-21% versus +2%) that interpretations of the new copyright law may be having an effect on copying. Special libraries showed the largest decrease of all categories with staff photocopying down 45 percent. Is it possible that this decrease in photocopying among special libraries is due to their being primary customers for commercial document delivery services? Or is it due to a steady increase (not studied here) of small photocopying machines in offices <u>outside</u> special libraries?

Again, we do not know what role branch closings, staff reductions, and user charges might play in reducing public library photocopying. Nor do we have concrete figures on the actual under-reporting which may have occurred at

Table 3.14 Comparison of 1981 Photocopying Volume with 1976 Photocopying Volume

	1976	1981 (millions of copies)	+/- %
By Library Type			
Public	64.3	49.6	-23%
Academic	16.6	24.1	+45%
Federal	7.0	7.2	+ 3%
Special	26.0	14.5	-45%
Total	113.9	95.4	-16%
By Type of Source Item			
Book	14.9	16.7	+ 2%
Serial	48.2	38.0	-21%
Other	50.8	40.7	-20%
Total	113.9	95.4	-16%
By Transaction Type			
Local	76.1	60.8	-20%
ILL	10.5	17.0	+62%
Other	27.3	17.6	-36%
Total	113.9	95.4	-16%

SOURCE: King Research, Inc., Library Photocopying Survey, Phase 2, Photocopying Transaction Log; and King Research, Inc. Library Photocopying in the United States, Washington, D.C.: U.S. Government Printing Office, 1977.

participating libraries, or to a possibly greater reluctance of special-for-profit libraries to participate in the study; this latter reason was revealed in the user survey, but appeared to be due more to privacy requirements and to a desire not to disturb library operations than to any reasons associated with the law. The only "concrete" evidence we have on the possible role of the new copyright law is the relatively greater decrease for serial than book copying, a decrease which has occurred despite the overall increase in academic library photocopying.

SECTION 4

SURVEY OF U.S. PUBLISHERS

4.1 Introduction

In its final report published in 1979, the National Commission on New Technological Uses of Copyrighted Works (CONTU) recommended that the separate surveys of libraries and publishers carried out earlier by King Research and Indiana University[1] be updated prior to the mandated 5-year review of the new U.S. Copyright Act. The purpose of this section of the report is to present the results of the U.S. Publisher Survey carried out in 1981 by King Research for the U.S. Copyright Office.

The relevant population for this survey was composed of U.S. serial and book publishers. Serial publishers for the purpose of this study include publishers of scholarly, scientific, and technical journals, publishers of trade journals and trade magazines, as well as publishers of newsletters and general-interest magazines. In the past, the publishers which have generated the most attention regarding library photocopying were publishers of scholarly, scientific and technical journals. While these publishers make up only a portion of the population surveyed, they are very important because the library market generates a substantial portion of income for the many small, highly specialized technical journals which are published today. Some of these technical journal publishers may view library photocopying and interlibrary loan as reducing demand for subscriptions. While this perception is difficult (if not impossible) to prove as fact, the existence of library photocopying and interlibrary loan services is a constant reminder that a substantial portion of the duplication and distribution of journal articles is beyond direct copyright owner control.

Book publishers are of interest because libraries form a significant market for books, because books are often exchanged via interlibrary loan, and because many book publishers are also publishers of serials.

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[1] The Indiana University report was published as: Fry, Bernard M., et al. Scholarly and Research Journals: Survey of Publisher Practices and Present Attitudes on Authorized Journal Article Copying and Licensing. Bloomington, Indiana: Indiana University, June 30, 1977.

In Section 4.2, we present a summary of the methods employed in the publisher survey, including the important definition of publication types used in the survey. In Section 4.3, we present a description of the size of the U.S. publisher population in terms of its various constituent subgroups. Then in Section 4.4, we present tabulations of the survey responses, projected to the population of U.S. publishers.

4.2 Description of Survey Methods

4.2.1 Definition of Publication Categories

Data in this report are often divided by type of publication. We have grouped publications into three categories: books; scholarly, scientific, or technical journals; and other serials. These were defined[1] as follows:

Book - Includes monographs and any other items treated as books. This category also includes SERIAL publications which appear annually or less frequently, e.g., annual reviews and other similar publications.

Serial - A publication issued in successive parts bearing numerical or chronological designations, which is designated to be continued indefinitely and which may be identified by an ISSN (International Standard Serial Number). Serials include periodicals, newspapers, and the journals, memoirs, proceedings, transactions, etc., of societies. Serials are subject to subscription prices paid in advance. (This eliminates publications that appear annually or less frequently.) In this questionnaire, Serials are divided into two categories:

1. Scholarly, Scientific, or Technical Journals - Serials which are published primarily for the use of scholarly, academic, scientific, professional, or technical groups. Rather than exclusively report news items or materials of a popular or entertaining type, such serials publish technical papers, research reports, or material of a scholarly nature. Some employ a "refereeing" system whereby submitted manuscripts are reviewed by a group of the submitting author's peers. Articles appearing in such journals are often written in a technical language or level of detail which is not familiar to a general reader. They may also publish news reports or accept advertising, but their primary function is to communicate original research findings and/or scholarly writing.

[1] These are the definitions as they appeared in the Publisher Survey questionnaire.

2. Other Serials - This category includes all other serials which are not classifiable in the above category of scholarly, scientific, or technical journals. Examples of "Other Serials" are newspapers, newsletters, general audience magazines and periodicals, trade magazines, magazines aimed at managers and executives, financial reporting services, abstracts, indexes, and regularly-published bibliographies.

4.2.2 Description of the Survey Instrument (See Appendix C)

The mail questionnaire designed for this survey asked for data related to both books and serials. In addition, serials publishers were asked to report data on price and circulation changes for their serials between 1976 and 1980. Thus, the questionnaire generated data on both a publisher basis as well as a publication basis. In addition, for some questions, publishers were asked to report data separately for scholarly, scientific or technical journals and for other serials, as defined previously.

4.2.3 Sample Size and Response Rates

Book publishers were sampled from the 1981 edition of Literary Market Place, published by R.R. Bowker. This list of approximately 1,400 U.S. publishers was subdivided by the number of titles published per year: 3-10, 11-50, and 51 or more. (Publication of at least three titles per year is one of the criteria for inclusion in this directory.) Publishers were then sampled from within each of these categories.

The R.R. Bowker's serials database (in both computerized and printed form) was used to develop the sample of serials publishers. Since this database is arranged by serial title, not by publisher, sampling was done in several steps. First, U.S.-published serials were divided into "scholarly, scientific, or technical (SST) serials" and "non-SST serials" according to the subject heading under which the title was listed. ("SST" subject categories

included: physical and natural sciences; history, literature, and philosophy, social science; medicine and medical science; business and economics; agriculture, forests, and forestry; education, social services, law, and public administration. "Non-SST" categories included topics such as retailing; religion; entertainment; hobbies; abstracts, indexes, and bibliographies; fiction; and real estate.) SST serials were further subdivided so that SST journals could be differentiated from SST "non-journals" and non-SST "non-journals."

Then, publishers were sampled from within each of these serials categories, making sure that overlap between the samples was eliminated. (This process gave larger serials publishers a higher probability of selection; because of this, when sample weights were calculated these weights were adjusted by the number of titles published so that this would not affect estimates of the total number of publishers.)

The publisher survey was conducted during the Spring and Summer of 1981 by means of a mail questionnaire. All sampled publishers were called prior to mail-out to obtain their cooperation. After the initial sampling, 969 publishers were called: 556 (57.4%) agreed to cooperate, 100 (10.3%) refused, and 313 (32.3%) could not be located, stated that the project was not relevant to them (e.g., copyright or photocopying issues were not relevant to them), or agreed to participate in case a second survey wave was mailed out.

The questionnaires were accompanied by letters on Copyright Office stationery, signed by the Register of Copyrights, which described the study. Non-respondents were followed up both by telephone and a letter. When necessary, questionnaires were re-mailed to non-respondents.

All survey responses were weighted to project responses up to the total number of U.S. publishers covered by the survey. These weights were calculated to take into account the reported overlap in the lists used to develop the sample. In addition, the weights for publishers of serials (both SST journals and other serials) were adjusted to take into account the higher probability of selection for publishers of multiple titles. That is, weights for publishers of more than one serial title were adjusted downward so that

their responses were projected to the total number of publishers, rather than the total number of titles published.

The survey mail-out and response is shown in Table 4.1. Note that, even though the sample is divided into three main categories, all respondents had the opportunity to report data for different publication types from the ones they were sampled as; this "overlap" was resolved by calculating weights in accordance with the reported overlap, as described in the next section.

Table 4.1 Description of Publisher Survey Mail-Out and Response Rate

Publisher Sampled as:	Mail-Out Sample Size	Response Rate	
		n	%
1. Book Publishers			
a) 3-10 titles/year	50	28	56%
b) 11-50 titles/year	50	30	60%
c) 51+ titles/year	50	27	54%
2. SST Journal Publishers	150	85	57%
3. Other Serials Publishers			
a) SST Non-Journals[1]	91	33	36%
b) Other Non-Journals[1]	59	28	47%
Total	450	231[2]	51%

SOURCE: King Research, Inc., Publisher Survey.

[1] These two categories were combined during analysis into the single category "Other Serials".

[2] These 231 responses do not include 17 publishers which returned the questionnaire but refused to complete the questionnaire and an additional 21 which were determined to be not qualified to respond because (a) they were no longer publishing, (b) they supplied incomplete or erroneous responses, or (c) they had merged with another company.

4.3 Description of U.S. Publishers, 1980

When questionnaires were returned, they were sorted and weighted in the following unique population segments, according to the mix of publications reported by respondents.

Table 4.2 Size of U.S. Publisher Population and Number of Responses, by Mix of Publications, 1980

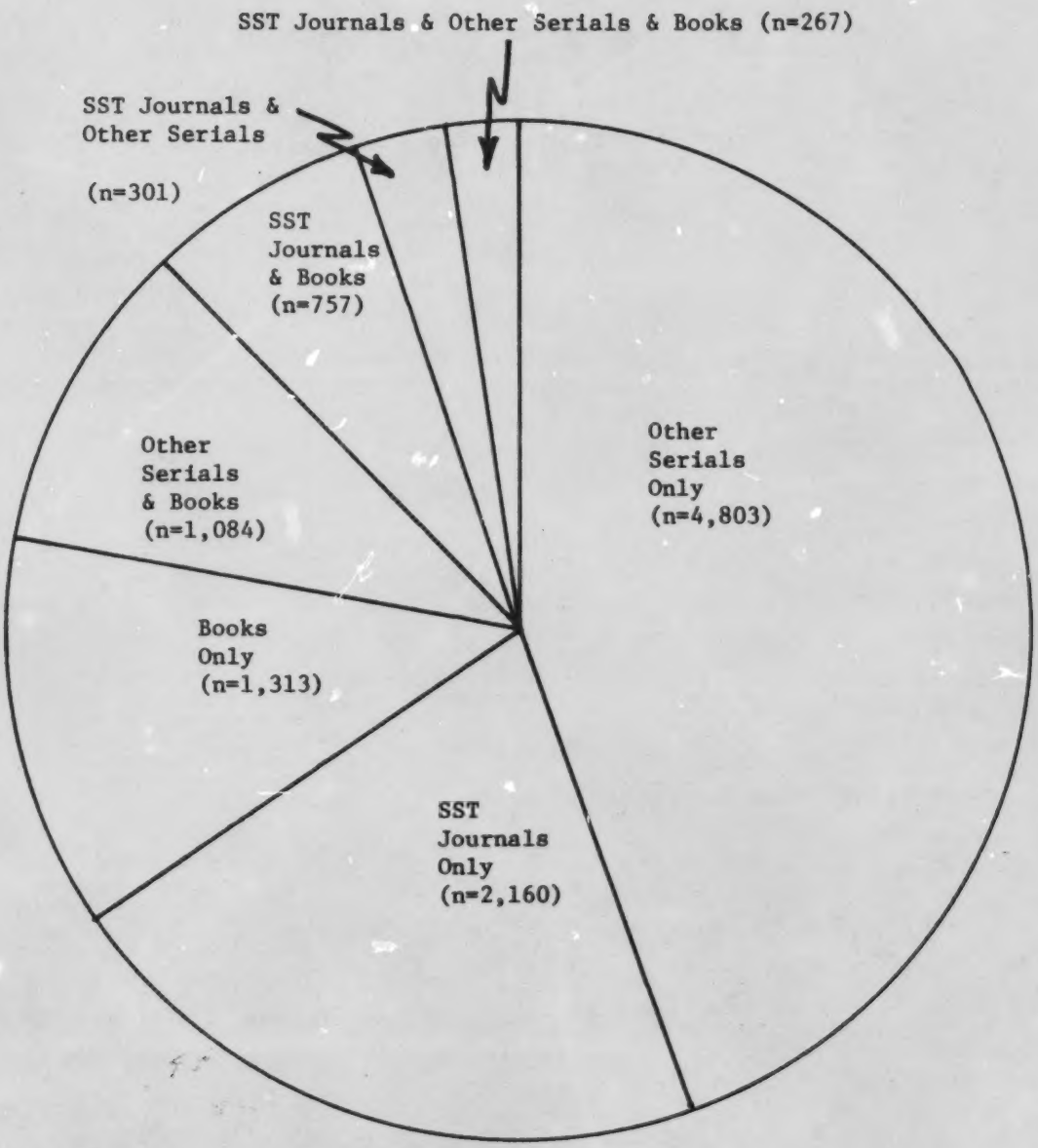
Mix of Publications	Number of Responses		U.S. Publisher Population, 1980	
	n	%	n	%
1. SST Journals Only	36	15.6	2,160	20.2
2. SST Journals & Other Serials	13	5.6	301	2.8
3. SST Journals & Books	37	16.0	757	7.0
4. SST Journals & Other Serials & Books	18	7.8	267	2.5
5. Other Serials Only	42	18.2	4,803	45.0
6. Other Serials & Books	22	9.5	1,084	10.0
7. Books Only	63	27.3	1,313	12.2
Total	231	100.0	10,685	100.0

SOURCE: King Research, Inc., Publisher Survey.

Based on this table, we see that the 231 Publisher Survey respondents' responses have been projected to a total number of 10,685 U.S. publishers. Of this total, we see that there is a substantial overlap in that many publishers publish a "mix" of publications. The relative sizes of these different subgroups is illustrated in Figure 4.1. Of the total 10,685 publishers, 3,485 (32.6%) publish scholarly, scientific, or technical journals; only 2,160 of these SST journal publishers publish SST journals only; the rest publish a mix of other serials and books. This is illustrated in Table 4.3.

Figure 4.1

Relative Size of U.S. Publisher Population Segments, 1980


SST Journals & Other Serials & Books (n=267)
SST Journals & Other Serials (n=301)
SST Journals & Books (n=757)
Other Serials & Books (n=1,084)
Books Only (n=1,313)
SST Journals Only (n=2,160)
Other Serials Only (n=4,803)

SOURCE: King Research, Inc., Publisher Survey.

Table 4.3 Number of U.S. Publishers by Type of Publishing Activity, 1980

	Type of Publishing Activity	Number of Publishers	Percent of all Publishers
1.	SST Journals	3,485	32.6%
2.	Other Serials	6,455	60.4%
3.	Books	3,421	31.7%

SOURCE: King Research, Inc., Publisher Survey.

Here we see that, of the total number of U.S. publishers, 3,485 (32.6%) publish SST journals, 6,455 (60.4%) publish other serials, and 3,421 (31.7%) publish books. (These percents total to more than one hundred percent since, as we saw above, many publishers publish more than one type of publication.)

Several items should be noted here. First, Literary Market Place lists approximately 1,400 U.S. publishers. We estimate that the actual population of U.S. book publishers is more than double this. We attribute this difference to the less restrictive definition of "book" used in our questionnaire as well as to the substantial number of serials publishers who also publish fewer than three book titles per year, the cut-off for inclusion in Literary Market Place.

Also, we note that we estimated during the course of sampling that the number of U.S. serial titles listed in Bowker's serials database was approximately 21,000 in 1981. The actual number of serials publishers (some of which also publish books) was estimated above at 9,372, which according to our analysis projects up to a total of 20,412 serial titles in 1980, a difference of only 2.8 percent.

4.4 Tabulation of Survey Responses

This section presents tabulations of the responses received from the 231 U.S. publishers. All results (percents, means, and totals) are weighted to take into account the relationship between the number of responses received in a population segment, the estimated size of that population segment, and (where relevant) the number of serial titles (SST journals or other serials) published by that publisher.

The reader should note the following conventions used in the presentation of the following data.

First, the year of reference is 1980. While the survey itself was conducted in 1981, most questions referred to 1980. In addition, the population size estimates are based on lists representative of 1980.

Second, the reader should note very carefully the composition of the population represented by the table column headings. This is because of the various mixes of publications produced by the different publisher population segments, as described above.

4.4.1 Characteristics of U.S. Publishers

Here we consider the percent of publishers (A) which were recognized by the IRS as not-for-profit, (B) subdivided by organization type, and (C) belonging to the Copyright Clearance Center (CCC). Data are displayed in Table 4.4.

Among all U.S. publishers, the largest two categories of organization type are professional societies (23.3% of all U.S. publishers) and commercial publishers (23.6% of all U.S. publishers). Nearly 67 percent (approximately 7.1 thousand) of U.S. book and serial publishers are registered with the IRS as not-for-profit organizations. Of all U.S. publishers, only about 13.2 percent reported being members of the CCC at the end of 1980.

Table 4.4 Characteristics of U.S. Publishers, 1980

Characteristic	All U.S. Publishers (n=10,685)	U.S. Serial Publishers: All U.S. Serial Publishers (n=9,372)	U.S. Serial Publishers: SST Journal Publishers (n=3,485)	U.S. Serial Publishers: U.S. Book Publishers (n=3,421)
A. Percent recognized by IRS as not-for-profit organization	66.7%	72.9%	72.7%	48.7%
B. Organization Type				
1. Prof. Society	23.3%	26.5%	45.7%	12.1%
2. Comm. Pub.	23.6%	16.9%	15.6%	45.8%
3. Educ. Inst.	13.6%	13.0%	10.2%	9.5%
4. Govt. Agency	6.0%	6.9%	7.6%	2.7%
5. Ind. or Corp.	1.7%	1.8%	1.2%	.9%
6. Research, other non-profit	16.5%	18.5%	16.0%	13.5%
7. Other	15.3%	16.5%	3.7%	15.5%
Total	100.0%	100.1%	100.0%	100.0%
C. Percent which were members of CCC at end of 1980	13.2%	14.1%	26.0%	10.2%

SOURCE: King Research, Inc., Publisher Survey, Questions 2, 3, and 4.

Next we turn to serial publishers (n=9,372). These are publishers of SST journals, other serials, or both. Here we see that approximately 73% are registered with the IRS as not-for-profit organizations. The largest single group of U.S. serial publishers are professional societies. Approximately one-fourth of serial publishers (26.5%) are professional societies, followed by research or other non-profit organizations (18.5%) and commercial publishers (16.9%). Approximately 14 percent of serial publishers reported membership in the CCC at the end of 1980.

When we isolate SST journal publishers (n=3,485) from the general population of publishers, some interesting similarities and differences arise. While about 73 percent are registered with the IRS as not-for-profit organizations, almost half (45.7%) of SST journal publishers are professional societies or associations. Only about 16 percent of SST journal publishers are commercial publishers, with approximately an equal percent being research or other non-profit organizations. Approximately one-fourth (26%) of SST journal publishers reported membership in the CCC at the end of 1980.

Turning to book publishers (note that many of the book publishers included here are also publishers of SST journals or other serials) we see that approximately a half (48.7%) were registered with the IRS as not-for-profit organizations. Most book publishers (approximately half, or 45.8%) are commercial publishers. And, book publishers reported a very low incidence of CCC membership at the end of 1980, approximately 10 percent.

We should note here that these data lead to an estimate that approximately 1,400 publishers were members of the CCC at the end of 1980. In actuality, the CCC reports now that 525 publishers are CCC members. Given that our estimates of the number of titles registered with the CCC and the fees received by publishers from the CCC in 1980 are in general agreement with the CCC's own figures, it appears that, for some unknown reason, many more publishers are claiming to be CCC members than was actually the case in 1980. The Copyright Clearance Center was defined in the questionnaire as follows:

> Copyright Clearance Center - an organization which functions as an intermediary between participating publishers and libraries for the purpose of reporting relevant photocopying activity and collecting and distributing copying fees.

Possibly publishers confused membership with the CCC with membership in other organizations, perhaps because the definition of the CCC given here was not specific enough. We estimate later in this report that approximately 1,000 U.S. publishers have contracts or licensing agreements with other organizations to sell photocopies; it is possible that publishers confused agreement with these organizations (many of which may already be CCC members) with direct membership in the CCC.

4.4.2 Number of Serial Titles Published

One way of looking at U.S serial publishers is in terms of the number of titles they published in 1980 and 1976. For both the years 1980 and 1976, publisher survey respondents were asked to identify the number of SST journals and other serials published in the following categories:

A. Number of serial titles published in 1980
B. Number of serial titles published in 1976
C. Number of serial titles started after 1976
D. Number of serial titles discontinued after 1976
E. Number of serial titles registered with the Copyright Clearance Center at the end of 1980
F. Number of serial titles which bore a notice of copyright in 1980.

The estimated total number of serials published is displayed in Table 4.5. Here we see that approximately 20,400 serial titles were published in the U.S. in 1980, or a mean of 2.2 serial titles per publisher. This represents an increase of approximately 21 percent over the number of U.S. serial titles published in 1976, estimated here at 16,865.

Approximately 6,100 new serial titles were started after 1976, while 1,800 were discontinued after 1976. This represents an overall "birth-to-death" ratio of approximately 3.4 to 1.[1]

[1] Because of some reporting inconsistencies on the part of respondents, the net increase in titles (6,111 - 1,787 = 4,324) added to the number of 1976 titles (16,865) does not equal the number of 1980 titles (20,412).

Table 4.5 Number of Serial Titles, by Type of Publishing Activity and Type of Serial, 1980

Type of Publishing Activity	Type of Serial: SST Journals	Type of Serial: Other Serials	Type of Serial: Total Serials
A. Number of titles published in 1980	7,639	12,773	20,412
B. Number of titles published in 1976	5,852	11,013	16,865
C. Number of titles started after 1976	2,801	3,310	6,111
D. Number of titles discontinued after 1976	738	1,049	1,787
E. Number of titles registered with CCC at end of 1980	3,323[2]	898	4,221
F. Number of titles which bore a notice of copyrignt in 1980	6,554	4,544	11,098

SOURCE: King Research, Inc., Publisher Survey, Question 6.

Our survey indicates that over 4,200 serial titles were registered with the CCC at the end of 1980, or approximately one-fifth of U.S. serial titles. Since only about 14 percent of U.S. serial publishers reported being registered with the CCC, this indicates that CCC membership is much more common among larger, multiple-title publishers than among smaller publishers. (This estimate of 4,200 CCC-registered titles is in very close agreement with the actual number of 3,800 titles registered at the end of 1980; the over-estimate, approximately 11 percent, may also be due to publishers' over-reporting CCC membership.)

Table 4.5 also distinguishes between SST journals and other serials. Fewer SST journals (n=7,639) than other serials (n=12,773) were published in 1980. The number of SST journals grew by approximately 31 percent between 1976 and 1980, while the corresponding growth percent for other serials was 16 percent. The 1976-to-1980 birth-to-death ratio was 3.8 for SST journals and 3.2 for other serials. This indicates that the growth rate for SST journals is somewhat greater than for other serials.[1]

[1] We do not know to what extent this might be accounted for by the number of SST journals which split into two or more parts between 1976 and 1980.

[2] Approximately 10 percent of these titles were published by professional societies or associations.

A larger percentage of SST journal titles were registered with the CCC (44%) and have a copyright notice (86%) than other serials, which had corresponding percentages of 7 and 36 respectively. This appears to bear out what we found in our telephone conversations with the two groups when we (a) phoned publishers to ask for their cooperation in the survey, and (b) when we phoned nonrespondents after the questionnaire had been mailed. These telephone calls suggested that publishers of other serials were less likely to think that copyright was important to them and were also much less concerned about photocopying and permission requests than SST journal publishers. The differences in CCC and copyright notice use described above appears to bear this out.

4.4.3 Circulation of U.S. Serials

Respondents were asked to indicate the number of titles they published, subdivided by average per-issue circulation.[1] Table 4.6 displays the result, based on the percent of titles in each circulation category.

In terms of average per-issue circulation, 43.6 percent of SST journals had an average per-issue circulation of 3,000 or less. Approximately 36.3 percent of other serials fell into this circulation category. Saying this another way, approximately 3,300 SST journals had a circulation of 3,000 or less, while 4,600 other serials fell into this same category.

About one-fourth (27.6%) of SST journals had reported 1980 circulations of 10,000 or more. But almost half (44.5%) of other serials fell into this category, indicating that other serials have, on the average, much higher circulations than SST journals. Nevertheless, the number of SST journals having 10,000+ circulation (approximately 2,000 SST journals) is somewhat surprising, given the typical characterization of scholarly, scientific, and technical journals as having small, highly-specialized circulations. We must attribute this finding to the definition of SST journals used in sampling and in the questionnaire for publisher reporting.

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[1] Average per-issue circulation was defined as the average number of copies distributed per issue in 1980, including paid and free U.S. and foreign subscriptions, newsstand, and single copy sales, and copies distributed as part of a membership benefit. Respondents were asked to exclude copies distributed for promotional purposes, mutilated copies, and other copies which were not distributed. This finding might reflect (a) a difference in interpretation of the definition of SST journals, (b) the fact that there are actually more SST journals than traditionally assumed, or (c) both (a) and (b).

Table 4.6 Percent of Serial Titles, by Circulation Category and Type of Serial, 1980

Circulation Category	Type of Serial: SST Journals (n=7,639)	Type of Serial: Other Serials (n=12,773)
A. Average per-issue circulation for 1980		
a) 1,000 or less	16.6%	13.2%
b) 1,001-3,000	27.0%	23.1%
c) 3,001-5,000	15.9%	9.4%
d) 5,001-10,000	12.9%	9.8%
e) 10,001-20,000	15.1%	12.2%
f) 20,001-50,000	8.7%	19.5%
g) 50,001-100,000	2.1%	7.1%
h) 100,001 or more	1.7%	5.7%
i) Total	100.0%	100.0%
B. Range of increase or decrease in circulation between 1976 and 1980		
a) Increased more than 20%	14.5%	21.4%
b) Increased 11%-20%	12.0%	10.4%
c) Increased 6%-10%	13.1%	13.8%
d) Unchanged (+ or -5%)	45.9%	45.1%
e) Decreased 6%-10%	7.0%	5.2%
f) Decreased 11%-20%	5.1%	2.6%
g) Decreased more than 20%	2.4%	1.5%
h) Total	100.0%	100.0%

SOURCE: King Research, Inc., Publisher Survey, Questions 7 & 8.

We made an important distinction in this study between "scholarly, scientific, or technical journals" and other kinds of serials. This distinction was originally made by the Copyright Office in its Request for Proposals (RFP) for this study. We further developed it in the definitions used in the Library Photocopying Survey and the Publisher Survey.

Developing publisher samples which would be representative of "publishers of scholarly, scientific, or technical journals" and "publishers of other serials" required that we make operational distinctions between journals and other serials during the course of sample development. In practice, this meant selecting a sample of serial titles, deciding which ones were journals, then tagging the publishers of these journals as journal publishers.

This was always done with the understanding that a publisher could be a publisher of books, journals, and other serials. The major uncertainty was what constituted a "journal," as opposed to other types of serials. In order to make this distinction in as unambiguous a fashion as possible, we adapted procedures we had developed previously in a study conducted for the National Science Foundation.[1] In that 1977 study, we estimated, based on sampling procedures which used Ulrich's as a population source, that the total number of U.S. "scientific and technical journals" published in 1980 would be 4,900. (Since this estimate covered only science and engineering categories,[2] its proximity to our estimate of 5,674 "Scholarly, scientific, and technical journals" prior to conducting the publisher survey was evidence, we felt, of the similarity of sample definitions used in both studies.)

Some of the factors which can be considered when classifying a serial as a journal or other serial are the following presented very roughly in the order of their importance:

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[1] King, D.W., McDonald, D.D., Roderer, N.K. (1977) Statistical Indicators of Scientific and Technical Communication (1960-1980) 1977 Edition. Rockville, Md.: King Research, Inc. (Contract No. NSF-C878)

[2] The National Science Foundation's "nine fields of science" were defined by that agency as: Physical Sciences; Mathematics; Computer Science; Environmental Science; Engineering; Life Sciences; Psychology; Social Sciences; Other Sciences. This definition was somewhat more restrictive than the definition used in this report.

1. Is the subject heading under which the serial is classified in Ulrich's scholarly, scientific, or technical?
2. Is the serial indexed or abstracted by a service known to cover scholarly literature?
3. Does the serial mention two separate prices for individuals and institutions?
4. Does the title not include words such as "Letter", "Newsletter", "News", "Reports", etc., which might connote a more news-oriented than scholarly type of publication?
5. Is the publisher a recognized publisher of scholarly works?
6. Is the serial primarily aimed at a general audience or designed to popularize science?
7. Is the serial a local or regionally-oriented publication of a trade or professional society which might contain little original research or scholarly writing?
8. Is the serial published more than once a year?

Factors such as these were taken into account each time a sampled serial title was examined to determine whether it was a "journal" or not. Naturally, it was impossible to apply a hard and fast application of rules based on the above categories since the theoretical nature of different fields and their level of professional development may vary substantially. But we were convinced that we were able to identify a core of publishers whose highly specialized serials have been a major focal point of many library photocopying discussions.

As noted above, our initial estimate of the number of SST journal titles was 5,674, based on our examination of the Bowker data. We had expected that, when publishers were asked to report the number of titles they published, that they would be more conservative about what they considered to be SST journals, given the definition of SST journals presented in the questionnaire.

Instead, the opposite happened. Taking into account what publishers reported, we now estimate that 7,639 SST journals were published in 1980. It appears that publishers were somewhat more lenient in what they considered to be SST journals, hence the relatively large number of SST journals having circulations over 10,000.

One of the major uncertainties here, then, is what constitutes a scholarly, scientific, or technical journal. This distinction becomes increasingly difficult to make when we begin to move outside the confines of traditional scholarly publishing in the physical and natural sciences. This uncertainty may have implications for considering how copyright affects publishers. As noted above, much of the controversy surrounding copyright and photocopying has centered on SST journals. Yet we see that it may be difficult to arrive at an unambiguous definition of what constitutes an SST journal. Two uncertainties are what is meant by "scholarly, scientific or technical" (e.g., what fields beside the physical, natural, and biological sciences should be included?) and what is meant by "journal" (e.g., should local or regional publications which include technical contents as well as news be included?). We saw above that publishers themselves are more inclusive about what they consider to be journals than those defined by our initial sample. It may therefore be appropriate that discussions of copyright and photocopying of serials should focus upon the entire range of serial titles which are susceptible to photocopying.

Some light is shed on this question by considering the second half of Table 4.6, which describes the percent of serial titles which increased or decreased in circulation between 1976 and 1980. A slightly larger proportion of other serials (45.6%) than SST journals (39.6%) increased in circulation in this period. Approximately equal proportions (45.9% of SST journals and 45.1% of other serials) had circulations which remained approximately unchanged. Only 14.5 percent of SST journals and 9.3 percent of other serials decreased in circulation.

While these differences do suggest that there is validity in distinguishing between SST journals and other serials, the larger question remains unanswered by these data. That is, to what degree has photocopying contributed to these increases and decreases? Since SST journals rely more heavily upon institutional and library subscriptions than other serials, it is logical to conclude that they are therefore more susceptible to library photocopying. Nevertheless, the relatively large proportion of SST journals which have increased in circulation

(approximately 40%) suggests that the library market for such serials has actually grown more than it has decreased, despite many libraries' reported budget difficulties, and despite the fact that the growth of the number of libraries between 1976 and 1980 can best be described as modest. Possibly some publishers' increased interest in electronic document delivery systems is a tacit acknowledgement that traditional subscription methods for tapping the library market have an upper limit, possibly determined by the number of libraries.[1] Nevertheless, the above data do show that, despite price increases (to be discussed below) serial circulation growth was substantial between 1976 and 1980.

4.4.4 Serial Subscription Prices

Table 4.7 displays the percent of SST journals and other serials by their individual subscription prices, defined as "...the price to an individual[2] in the U.S. for mail delivery of one year's worth of issues". Here we see that smaller percents of SST journals (5.8%) than other serials (29.4%) are distributed free. This may be accounted for by the large number of promotional and advertising-supported other serials relative to SST journals. Partially as a result of this, SST journals tend to be priced higher than other serials. A total of 32 percent of SST journals have individual subscription more than $20.00, while only 14.4 percent of other serials have individual subscription prices more than $20.00.

Since many SST journals have libraries as a major market, we also display in Table 4.8 a breakdown of the percent of SST journals by their institutional[3] subscription rates. Here we see that institutional subscription prices for U.S. SST journals are higher than individual subscription prices. While only 32 percent of U.S. SST journals have individual subscription prices

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[1] For one published description of electronic document delivery systems, see ARTEMIS: A System for Document Digitalization and Teletransmission; Report to Directorate General XIII of the Commission of the European Communities. Cambridge, Mass.: A. D. Little, Inc., 1980.

[2] The questionnaire also gave these additional instructions: "If you make a distinction between "member" and "non-member" rates, e.g., for serials published by a professional society or association, please consider the appropriate price to be the non-member rate."

[3] Institutional U.S. subscription prices were defined as "...the price to an institution in the U.S. such as a library for mail delivery of one year's worth of issues."

Table 4.7 Individual U.S. Subscription Prices for U.S. Serials, by Price Category and Type of Serial, 1980

Individual U.S. Subscription Price Category, 1980	Type of Serial: SST Journals (n=7,639)	Type of Serial: Other Serials (n=12,773)
a) Free	5.8%	29.4%
b) $20.00 or less	62.1%	56.2%
c) $20.01-$40.00	16.8%	4.2%
d) $40.01-$60.00	8.1%	4.1%
e) $60.01-$80.00	2.5%	0.2%
f) $80.01-$100.00	2.0%	1.0%
g) $100.01 or more	2.7%	4.9%
h) Total	100.0%	100.0%

SOURCE: King Research, Inc., Publisher Survey, Question 9.

of more than $20.00, 51 percent have institutional subscription prices of more than $20.00

Table 4.8 also displays the change in institutional subscription prices for SST journals between 1976 and 1980.[1] Here we see that slightly more than one-fourth (27.1%) of SST journals reported that institutional subscription prices stayed the same between 1976 and 1980, while 13.8 percent increased in price by more than $10.00. The largest single group of titles, however, had institutional price increases of only $10.00 or less; this group accounts for almost three-fifths (59%) of U.S. serial titles. In other words, for SST journals published in 1976 and 1980, the majority report price increases of only $10.00 or less. However, this gives no indication of what the percentage per title increase was between 1976 and 1980. If we calculate the mean institutional subscription price in 1980 to be approximately $30.00, based on the weighted average of the midpoints of institutional subscription price ranges reported in Table 4.8, then an increase of $10.00 between 1976 and 1980 would

[1] Only SST journals published both in 1976 and 1980 are considered here. These price increases do not reflect (possibly different) pricing structures for SST journals started after 1976.

be approximately 12 percent per year. This gives no indication of how the actual dollar amount of increase relates to the number of subscriptions or to the fact that different price categories for institutional subscription prices may have changed at different rates.

Table 4.8 Institutional U.S. Subscription Prices for Scholarly, Scientific, and Technical (SST) Journals, 1976 and 1980

Price Category		Percent of SST Journals (n=7,639)
A.	Institutional U.S. Subscription Price in 1980	
a)	Free	3.8%
b)	$20.00 or less	44.9%
c)	$20.01-$40.00	38.3%
d)	$40.01-$60.00	6.3%
e)	$60.01-$80.00	2.3%
f)	$80.01-$100.00	1.0%
g)	$100.01 or more	3.4%
h)	Total	100.0%
B.	Institutional U.S. Price Change Category, 1976-1980	
a)	The price decreased	0.1%
b)	The price stayed the same	27.1%
c)	Increased $10.00 or less	59.0%
d)	Increased $10.01-$20.00	6.7%
e)	Increased $20.01-$40.00	3.1%
f)	Increased $40.01-$60.00	1.2%
g)	Increased $60.01 or more	2.8%
h)	Total	100.0%

SOURCE: King Research, Inc., Publisher Survey, Questions 10 & 11.

4.4.5 U.S. Publishers' Serial Revenue

For the purposes of the Publisher Survey, we divided serial-related revenue into three categories:

a) Gross revenue received for domestic and foreign subscription, newsstand, and other sales

b) Revenues collected from or credited to the publisher for photocopying fees or photocopying royalties from any source (e.g., libraries, CCC, licensed agents, etc.)

c) All other serial-related revenue, e.g., advertising, reprint rights, back issue/reprint/offprint sales, society donations, contributions from dues, etc.

Non-response to questions dealing with revenue were relatively high, either because publishers treat such data as confidential or because revenue data are not kept in the same categories as requested above. Therefore, data were manually tabulated separately for each publisher category (i.e., publishers of SST journals only, publishers of other serials only, etc.), and non-response was imputed within each category before calculating a grand sum from which the means in Table 4.9 were calculated. In this fashion, the differences in response rate and revenue among the various categories were taken into account.

Between 1976 and 1980, the mean gross sales revenue for all U.S. serial publishers increased 68 percent, 31 percent when the 1980 data are converted into constant dollars through use of a deflator ratio. When SST journal publishers' mean gross sales revenue is examined, we see an increase of 103 percent, or an increase of 59 percent in constant dollars. It appears, then, that mean gross sales revenue for SST journal publishers increased more than for U.S. serial publishers in general. (For SST journal publishers, mean gross sales revenue constituted 47 percent of all revenue in 1980; this percentage was 49 percent for all serial publishers.)

For serial publishers in general, total revenue (in current dollars) increased approximately 15 percent per year between 1976 and 1980; for SST...

journal publishers the annual increase in total revenue was approximately 18 percent per year during the same period.

Another interesting fact demonstrated in Table 4.9 is that contributions to total serial publisher revenue by photocopying fees or royalties were relatively miniscule in 1980. Serial publishers averaged about $100 per publisher from this source during that year. When SST journal publishers are tabulated separately, we see they averaged approximately $200 per year from this source in 1980.

Table 4.9 Comparison of Publishers' Mean Annual Serials Revenue, 1976 and 1980

Revenue Category		All U.S. Serial Publishers (n=9,372)	SST Journal Publishers (n=3,485)
A. Mean, Gross Sales Revenue ($000's)	1980	$265.2 ($207.2)[1]	$282.7 ($220.9)[1]
	1976	$157.9	$138.6
	+%	+68% (+31%)	+103% (+59%)
B. Mean, Photocopying Revenue ($000's)	1980	$.1	$.2
	1976	not calc.[2]	not calc.[2]
	+%	not calc.[2]	not calc.[2]
C. Mean, Other Serial-Related Revenue ($000's)	1980	$272.7 ($213.0)	$319.0 ($249.2)
	1976	$140.6	$174.4
	+%	+94% (+52%)	+83% (+43%)
D. Mean, Total Revenue ($000's)	1980	$538.0 ($420.3)	$602.0 ($470.3)
	1976	$298.5	$313.0
	+%	+80% (+41%)	+92% (+50%)

SOURCE: King Research, Inc., Publisher Survey, Question 12.

[1] Numbers in parentheses ( ) represent constant dollar conversions calculated by dividing 1980 current dollars by a deflator of 1.28. See footnote to Table 2.7 for details.

[2] Not calculated due to low response on this question.

To provide a different perspective on serial revenue, we display the data in Table 4.10 by publishers classified as (1) SST journals only, (2) other serials only, and (3) all other serials publishers. We have done this to focus more closely on larger serial publishers. Note that the number of serial titles published per publisher was 1.2, 1.9, and 3.2 for these three groups, respectively. Note that the third group, which constitutes approximately 26 percent of U.S. serial publishers, actually publishes approximately 38 percent of U.S. serial titles.

This size difference is borne out by examining the mean total revenue in 1980 for both groups. Publishers of only SST journals, averaged $346,300; publishers of other serials only averaged $294,400; and all other serial publishers averaged $1,168,900.[1]

Another interesting fact revealed by Table 4.10 is that publishers of SST journals only, a group largely composed of professional societies, averaged only $36,200 in sales revenue in 1980, while this same group averaged $310,100 in other revenues during the same year.

Publishers of other serials only relied much more heavily on sales in 1980 than did publishers of SST journals only. For them, sales accounted, on the average, for almost half (47%) their 1980 total revenue. Interestingly, revenue from sales for publishers of other serials only increased 44 percent between 1976 and 1980 while their revenue from other sources increased by 84 percent, possibly reflecting relatively larger increases in advertising rates than in circulation and/or subscription prices.

All remaining serial publishers (i.e., the larger serial publishers, as measured by the average number of serial titles published) relied more heavily on sales than on other revenue sources. Their mean sales revenue (in current dollars) increased by 79 percent between 1976 and 1980, while the mean revenue from other sources increased by 103 percent. Put another way, for this group of larger publishers the ratio of sales revenue to other revenue was 1.5 in 1980 and 1.7 in 1976, possibly suggesting a move among larger publishers towards greater reliance upon other revenue sources between 1976 and 1980.

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[1] Converting into constant dollars, the means are $270,500, $230,000, and $913,200, respectively.

Table 4.10 Comparison of Mean Annual Serials Revenue for Publishers of SST Journals Only, Other Serials Only, and All Remaining Serial Publishers, 1976 and 1980

	Revenue Category	Type of Serial Publisher: Publishes Only SST Journals		Publishes Only Other Serials		All Remaining Serial Publishers[2]	
A.	Number of Publishers	2,160		4,803		2,409	
B.	Number of Serials						
	(1) SST Journals	2,537		0		4,102	
	(2) Other Serials	0		9,129		3,644	
	(3) Total	2,537		9,129		7,746	
	(4) Serials per Publisher	1.2		1.9		3.2	
C.	Mean, Gross Sales Revenue						
	1980 ($000's)	$ 36.2	($28.3)[1]	$139.4	($108.9)	$694.8	($542.8)
	1976 ($000's)	$ 19.7		$ 96.8		$388.2	
	% Change	+84%	(+44%)	+44%	(+12%)	+79%	(+40%)
D.	Mean, All Other Revenue						
	1980 ($000's)	$310.1	($242.3)	$155.0	($121.1)	$473.7	($370.1)
	1976 ($000's)	$159.0		$ 84.2		$233.4	
	% Change	+95%	(+52%)	+84%	(+44%)	+103%	(+59%)
E.	Mean, Total Revenue (C+D)[1]						
	1980 ($000's)	$346.3	($270.5)	$294.4	($230.0)	$1,168.9	($913.2)
	1976 ($000's)	$178.7		$181.0		$ 621.6	
	% Change	+94%	(+51%)	+63%	(+27%)	+88%	(+47%)

SOURCE: King Research, Inc., Publisher Survey.

[1] Excludes revenue from photocopying fees or royalties, which averaged in 1980 $38 per SST Journal Only publisher, $3 per Other Serials Only publisher, and $358 per All Other Serials publisher.

[2] Numbers in parentheses ( ) represent constant dollar conversions calculated by dividing 1980 current dollars by a deflator of 1.28. See footnote to Table 2.7 for details.

Table 4.11 Description of Serial Publishers' Revenue from Photocopying Fees or Royalties, by Source of Payment, 1980

		All U.S. Serial Publishers (n=9,372)	SST Journal Publishers (n=3,485)
A.	Number of publishers which received revenues from photocopying fees or royalties in 1980	7,750	2,530
B.	Total estimate photocopying fee or royalty revenue in 1980	$961,000	$665,000
C.	Mean photocopying revenue per receiving publisher (B ÷ A)	$124	$263
D.	Percent of photocopying revenue, by source		
	a) Libraries	3%	(SST Journal publishers not calculated separately)
	b) CCC	9%	
	c) Licensed agents	41%	
	d) Other (schools, churches, etc.)[1]	47%	
	e) Total	100%	

SOURCE: King Research, Inc., Publisher Survey, Questions 12 & 13.

In Table 4.11 we provide a description of the sources from which publishers received photocopying royalties or fees in 1980. Altogether, approximately 83 percent of all U.S. serial publishers reported receiving such revenue, while 73 percent of SST journal publishers received this revenue. However, line B shows that, out of approximately $1 million received by publishers in 1980, approximately 70 percent of this total was accounted for by SST journal publishers alone. These yield means of $124 and $263 per receiving publisher for all serial publishers and SST journal publishers respectively.

[1] Based on open-ended comments when "other" was selected as a response by the publisher.

The percentages given in line D are very interesting. (Due to the non-response to this question, we have calculated the percents only for the total U.S. serial publisher population.) Here we see that libraries accounted directly for only three percent of the photocopying revenues while "other" sources, i.e., schools, churches, and other types of organizations accounted for nearly half (47%) of the total. Licensed agents accounted for 41 percent, and the Copyright Clearance Center (CCC) accounted for nine percent.

We should note here that the nine percent reported for the Copyright Clearance Center yields an estimate of $86,500 from this source in 1980. This independent estimate has been confirmed[1] by CCC staff as an accurate estimate of the fees actually distributed in 1980.

4.4.6 U.S. Publishers' Receipt of Photocopying Permission Requests

All publishers were asked if during 1980 they received any requests[2] from individuals or organizations requesting permission to make photocopies from any books or serials. Based on their responses, tabulated in Table 4.12, we estimate that almost half (48%) received such requests in 1980. We estimate that a total of 163.5 thousand such requests were received in 1980, with approximately 23.4 thousand (14%) originating from U.S. libraries.

The majority of requests (84.7 thousand, or 52%) were for permission to make photocopies from books. The majority of these requests (82%) were, not surprisingly, received by book publishers. However, the remaining 18 percent were received by publishers which did not classify themselves as book publishers in 1980 (i.e., by publishing three or more book titles in 1980). In other words, 18 percent of book photocopying requests were received by small or infrequent book publishers which were classified primarily as serial publishers.

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[1] Private communication with CCC staff, Feb. 17, 1982.

[2] "Requests" were defined as follows: "A 'request' is measured in terms of the number of items for which photocopying permission was sought, e.g., an article from a journal, a chapter from a book, etc."

Table 4.12 Number of Photocopying Permission Requests Received by U.S. Publishers, by Type of Publisher, 1980

Category	All U.S. Publishers (n=10,782)	U.S. Serial Publishers: All U.S. Serial Pubs. (n=9,469)	U.S. Serial Publishers: SST Journal Pubs. (n=3,591)	U.S. Book Publishers (n=3,421)
A. Number of publishers which received photocopying permission requests in 1980 from individuals or organizations	5144	4411	2023	2119
B. Number of photocopying permission requests received for books or book chapters				
a) All requests (000's)	84.7	26.0	9.7	69.5
b) U.S. library requests only (000's)[1]	6.5	2.5	1.1	4.8
C. Photocopy permission requests for serials or serial articles				
a) All requests (000's)	78.8	78.8	44.6	33.7
b) U.S. library requests only (000's)[1]	16.9	16.9	15.9	6.2
D. Comparison of 1980 serial photocopy permission requests with 1976 photocopy permission requests				
a) Greater than	25.0%	25.0%	31.7%	23.0%
b) Less than	5.4	5.4	2.0	16.2
c) About the same	49.1	49.1	39.0	41.7
d) Don't know, No response	20.5	20.5	27.3	19.1
e) Total	100%	100%	100%	100%

SOURCE: King Research, Inc., Publisher Survey, Questions 20, 21, 22, 23.

[1] These are underestimates of the number of requests received from U.S. libraries; several publishers indicated to us that they could not distinguish among types of permission requestors. For libraries' estimates, see Table 2.21 in Section 2 of this report.

More than half (44.6 thousand, or 57 percent) of the 78.8 thousand serial photocopying permission requests were received by publishers of SST journals, even though SST journal publishers account for less than half (46%) of the total number of serial publishers which received serial photocopying permission requests in 1980.

Also displayed in Table 4.12 are publishers' perceptions of how the number of photocopying permission requests they received in 1980 compare with the number they received in 1976. Almost half (49%) of publishers receiving requests in 1980 report that the number of requests they received in 1980 was approximately the same as in 1976. One-fourth (25%) said that the number was greater, while 5.4 percent said that the number was smaller. About one-fifth (20.5%) could not answer this question, however, due to the lack of records.

A larger proportion of SST journal publishers (approximately 32%) reported an increase between 1976 and 1980 than did book publishers (23%). This may reflect a heightened awareness among SST journal users of copyright implications. Alternately, it may also be related to the fact that publishers' serial-related revenue experienced greater growth between 1976 and 1980 than did publishers' book-related revenue. At any rate, these figures do suggest that photocopying permission requests did increase between 1976 and 1980, and that SST journal publishers experienced the greatest growth rate compared with other segments of the U.S. publisher population.

Table 4.13 displays publishers' reports of the disposition of these photocopying permission requests. Sixty-eight percent of all publishers which received permission requests granted all their requests in full, and approximately 62 percent required no payment. About half of book publishers (48%) granted all their requests in full, and about 73 percent of SST journal publishers granted their requests in full. SST journal publishers appeared somewhat less likely than the general population of serial publishers to require no payment for the photocopying permission requests they received. Less than half (44%) of book publishers required no payment for the permission requests they received.

Table 4.13 Disposition of Photocopy Permission Requests, by Publisher Type, 1980

Category	All U.S. Publishers (n=10,782)	U.S. Serial Publishers: All U.S. Serial Pubs. (n=9,469)	U.S. Serial Publishers: SST Journal Pubs. (n=3,591)	U.S. Book Publishers (n=3,421)
A. Number of publishers which received photocopying permission requests in 1980 from individuals or organizations	5144	4411	2023	2119
B. Percent of publishers (from (from A above) which granted all of their photocopying permission requests in full	68.3%	72.8%	72.8%	48.1%
C. Percent of publishers (from A above) which required no payment for the permission requests they granted	61.6%	66.0%	56.3%	44.4%
D. Mean number of "blanket licenses" per publisher existing whereby photocopying organization does not have to make individual requests	1.1	1.3	1.1	1.2

SOURCE: King Research, Inc., Publisher Survey, Questions 20, 24, 25, 26.

Publishers were also asked the number of "blanket agreements" or "blanket licenses" they had whereby organizations need not make individual requests each time they wished to photocopy any item whose copyright the publisher controlled. Results are displayed along the bottom of Table 4.13. Publishers reported, on the average, only 1.1 such agreements per publisher, indicating that this approach to giving photocopying permissions is infrequently used.

4.4.7 Sale of Reprint and Article Copies

One very important component of the communication among scientists is the distribution of article reprints. We have estimated[1] that authors of scientific or technical journal articles distribute, on the average, 69 reprints per article. This component of scientific communication is very important since this distribution often occurs among scientists within a very specialized research area. Scientists often distribute reprints to a known group of researchers, thereby enhancing informal ties which can serve to further the sharing of information later on.

Table 4.14 shows that the majority of serial article reprints sold in the United States by publishers of SST journals were sold to authors at the time their serial article was published. Out of the 25.2 million article reprints sold in 1980, 63 percent were sold to authors at the time their articles were published. In fact, nearly all of the articles sold to authors at the time their article was published were sold by publishers of SST journals.

Table 4.14 also shows that there was a substantial increase between 1976 and 1980 in the total number of article reprints sold. For all serial publishers, this number increased over 100 percent, and over 125 percent for SST journal publishers. We do not know the reason for such a substantial increase. It may be associated with an increase in the number of journal titles published, with the number of articles published, with increasing sales to authors, or possibly with an increasing realization on the part of publishers that the sale of reprints may provide an avenue for increasing revenue from sales.

Another fact indicated by Table 4.14 is that the sale of article reprints is not a phenomenon limited to publishers of scholarly, scientific, or technical (SST) journals. Of the 18.4 million article copies sold in 1980 to buyers other than authors at the time of article publication, only about half were sold by SST journal publishers.

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[1] King, Donald W., Dennis D. McDonald and Nancy K. Roderer. Scientific Journals in the United States: Their Production, Use, and Economics. Stroudsburg, Pennsylvania: Hutchinson Ross Publishing Company, 1981.

Table 4.14 Sale of Serial Article Reprints by U.S. Serial Publishers, 1980

Category	All U.S. Serial Publishers (n=9,469)	SST Journal Publishers (n=3,591)
A. Number of U.S. serial publishers which sold copies of serial articles in 1980	1,900	1,000
B. Estimated number of copies sold		
a) To authors at the time their article was published (millions of copies)	15.95	15.93
b) During 1980 to other buyers (millions of copies)	18.42	9.27
c) Total (millions of copies)	34.37	25.20
C. Estimated number of copies sold in 1976 (millions of copies)	16.18	11.09

SOURCE: King Research, Inc., Publisher Survey, Questions 14, 15, and 16.

Returning to the substantial increase in the number of copies sold between 1976 and 1980, we feel that another explanatory hypothesis for this increase may be that publishers, sensing the importance of library photocopying, have made a concerted effort to provide reprint sales services in order to capture a share of the demand demonstrated by the large volume of library photocopying. This should only be treated as a hypothesis, however, since we did not ask publishers the details of their reprint sales operations.

We did ask publishers if during 1980 they had any contracts, licensing agreements, or other arrangements where other commercial organizations (e.g., information brokers or document delivery services) sold copies of serial articles which they had originally published. Responses to this question are tabulated in Table 4.15. Only about 10 percent of all U.S. serial publishers reported having arrangements in 1980. The majority of these serial publishers (83%) were SST journal publishers. Based on the means presented in Table 4.15, we estimate that out of 97 thousand copies sold through such arrangements, about 95 percent were sold for SST journal publishers. (These numbers exclude one

"other serial" publisher which reported selling nearly 4.8 million copies through what we judged to be a subsidiary publishing operation substantially different from the article copying licenses entered into by SST journal publishers.)

Table 4.15 U.S. Serial Publishers' Arrangements with Other Commercial Organizations for Selling Article Copies, 1980

Category	All U.S. Serial Publishers (n=9,469)	SST Journal Publishers (n=3,591)
A. Number of publishers during 1980 which had any contracts, licensing agreements, or other arrangements where other commercial organizations (e.g., information brokers, document delivery services) sold copies of serial articles which they had originally published	990	825
B. Mean number of copies sold per publisher in 1980 through these contracts or licensing agreements	98	112
C. Mean number of contracts or licensing arrangements per publisher with commercial organizations	2	2

SOURCE: King Research, Inc., Publisher Survey, Questions 17, 18, 19.

Table 4.15 also indicates that SST journal publishers, on the average, had a mean of two such licensing arrangements in 1980. While this does not give any indication of the types of commercial organizations which exist for selling licensed copies (since one organization may have arrangements with more than one publisher), it does suggest that the number of such organizations is less than the number of SST journal publishers. These data indicate, however, that fewer copies are sold through such arrangements than are sold by publishers themselves.

We should also note here that, while we asked specifically for publishers to report on arrangements with commercial copying services, one respondent indicated that that publisher had an arrangement with a large not-for-profit technical library which served as a licensed article copying service for several different SST journal publishers.

4.4.8 U.S. Book Publishers' Revenue

Table 4.16 displays mean book-related revenue for U.S. book publishers in 1976 and 1980. Publishers of three or more book titles in 1980 were asked for book-related revenue in the following categories:

a) Gross revenue received for domestic and foreign sales (direct, wholesale, and retail)

b) Revenues collected from or credited to the publisher for photocopying fees or photocopying royalties from any source (e.g., libraries, CCC, licensed agents, etc.)

c) All other book-related income, including reprint permissions; paperback, reprint, and translation rights; movie, television, and book clubs, etc.

Data are displayed in Table 4.16 for all U.S. book publishers (which published an estimated 73,400 book titles in 1980) as well as separately for publishers of books only. This latter group accounted for 38 percent of U.S. book publishers and for 77 percent of 1980 U.S. book titles. (During sampling we estimated that book publishers listed in the book publisher sample source, Literary Market Place, published approximately 71,000 titles in 1980. Since our sample projects up to a total of 73,400 book titles, we interpret this as evidence that our sample has captured an accurate record of book publishers. We also conclude that the inclusion of book titles published by publishers sampled as serial publishers does not add substantially to that estimate, further evidence of the validity of using Literary Market Place as a sample source of book publishers.)

Table 4.16 U.S. Book Publishers' Mean Book-related Revenue, 1976 and 1980

		All Publishers of Books (n=3,421)	Publishers of Books Only (n=1,313)
A. Total Book Titles Published		73,400	56,200
B. Mean Book Titles per Publisher		21.5	42.8
C. Mean Gross Sales Revenue ($000's	1980	$977.8 ($763.9)[1]	$1,427.1 ($1,114.9)[1]
	1976	$629.9	$1,036.5
	+%	+55% (+21%)	+38% (+8%)
D. Mean Photocopying Revenue	1980	$50 ($39)	$25 ($20)
	1976	$17	$15
	+%	+194% (+129%)	+67% (+33%)
E. Mean Other Book-related Revenue ($000's)	1980	$70.6 ($55.2)	$178.1 ($139.1)
	1976	$38.8	$ 95.1
	+%	+82% (+42%)	+87% (+46%)
F. Mean Total ($000's)	1980	$1,048.4 ($819)	$1,605.2 ($1,254.1)
	1976	$ 668.7	$1,131.6
	+%	+57% (+22%)	+42% (+11%)

SOURCE: King Research, Inc., Publisher Survey, Question 28.

As shown in Table 4.16, publishers of books only, on the average, published approximately twice as many book titles compared with the average for all publishers of books. It is also immediately evident that books generate relatively little photocopying revenue. Book publishers averaged only $50 per publisher in photocopying revenue in 1980; this projects up to a total of only $171,000 in 1980, which is approximately 17 percent of the corresponding amount for serial publishers in the same year.

[1] Numbers in parentheses are constant dollar conversions calculated by dividing 1980 current dollars by a deflator of 1.28; see footnote to Table 2.7 for details.

The data also indicate that book publishers are more dependent upon sales for revenue than are serial publishers. For all publishers of books, sales revenue accounted for 93 percent of total revenue; sales revenue for publishers of books only accounted for 90 percent of total revenue.

Most interesting here is that average book publishing revenue increased at a much slower rate between 1976 and 1980 than did serial-related revenue. Average book revenue increased from $668,700 to $1,048,400, an increase of approximately 12 percent per year in current dollars. Sales revenue for publishers of only books increased only 38 percent in current dollars during the same period, for an annual rate of approximately eight percent; the conversions to constant dollars would result in even lower annual increases in book-related revenue.

SECTION 5
USER SURVEYS

5.1 Introduction and Study Description

5.1.1 Purpose of the User Surveys

This portion of the study was designed to present a picture of the photocopying conducted by library users. Past studies of library photocopying concentrated primarily on photocopying done by library staff. If library photocopying is to be studied, described, and acted upon in its entirety, many felt that this exclusion should not be made again.

Since most of the photocopying conducted by library patrons takes place on coin-operated and other user-operated machines which are outside the direct control and monitoring of library staff, it is most difficult for libraries themselves to report data on these volumes and characteristics. To capture data on user photocopying, a unique survey methodology was necessary.

The remainder of this section describes not only the methodology and instruments used to collect the data, but should give the reader an idea of the level of effort that was necessary to complete this study of user photocopying.

5.1.2 Survey Method

The design and planning stage of the User Survey specified that the user surveys be conducted to library patrons in 25 libraries. Five cities were to be chosen with five different library types within each city and a mix of library sizes and subject areas within each of the library types. The rest of this section describes how the study methodology developed within these constraints.

The actual number of libraries that agreed to participate was 21, including five public, five special-non-profit, four academic, four federal, and three special-for-profit. While the 21 libraries which participated in the User Survey were not selected according to a random statistical selection procedure, they were carefully selected to insure that a wide variety of sizes, subject areas, and types of public, academic, federal, and special libraries would be represented. The Copyright Office agreed to reduce the number of libraries to 21 because of the difficulties and expenses that were encountered in gaining permission from libraries. In addition, nearly 2,000 interviews were completed at the 21 libraries, well over the 1,250 interviews expected originally from a panel of 25 libraries.

In addition to the 21 libraries that were contacted and did give permission to participate in the study, over 65 others were contacted and refused or were unqualified to participate. Initially only libraries with a user-operated photocopy machine were targeted to be on the panel. This constraint was removed later in the study for special for-profit libraries because at the time, only one library affiliated with a for-profit company was willing or qualified to participate. Removing this constraint provided the study with two additional special for-profit libraries.

The following list outlines some of the objections and refusals we encountered:

- Libraries were located in a restricted area of the company and security would not allow clearance for interviewing

- Libraries that were in a particular situational position that made staff feel that the interviewing would be inconvenient for their operations (such as a company merger, construction, new staff, very busy, etc.)

- Libraries that felt that their patrons were already over-surveyed

- Libraries that felt the interviews would be disruptive to their library or patrons' schedules

- Libraries that refused and did not want to comment on their reasons.

The Panel of Libraries

The American Library Directory was used for selecting the cities and specific libraries to be used since it is the most complete directory containing all of the five library types and is arranged geographically. The five cities selected, which will be referred to as cities A through E, were chosen because they contained a relatively large number of each library type for further subsampling. Table 5.1 is a composite picture of the panel of libraries that participated in the study and will be referred to throughout this section of the report.

The individual public libraries that were selected as targets were chosen to maximize a mix of size based on book volumes. A total of five were targeted and gave permission. The sizes ranged from 40 thousand volumes to 4.5 million volumes. The panel included a single-library system and four branch systems with interviews conducted at the headquarters to maximize the number of patrons that could be interviewed. Table 5.1 shows that the number of user-operated photocopy machines ranged from one to sixteen.

Academic libraries were targeted to ensure a mix of size and institution types. Table 5.1 shows that the four libraries that participated range in book volume size from 30 thousand volumes at a private college with specialized programs to 640 thousand volumes at a large public state university. The number of user-operated photocopy machines ranged from one to nine.

The federal libraries were chosen to produce a range of library sizes, federal agencies, and collection subject areas. Four libraries participated that range in size from six thousand book volumes to 500 thousand volumes and cover commerce, agriculture, law, and social subject areas. The law library had two user-operated machines, and all others had one.

Table 5.1 Panel of Libraries in the User Study

City	Library Type	Library Description	Size[2]	# of User-Operated Machines	# of Patrons Completing Questionnaires: Questionnaire 1	# of Patrons Completing Questionnaires: Questionnaire 2	Total
B	Public	Headquarters of a multibranch system	(1)	11	153	61	214
E		Headquarters of a multibranch system	(3)	1	47	29	76
A		Single-library system	(5)	1	98	38	135
D		Headquarters of a multibranch system	(1)	16	61	20	81
C		Headquarters of a multibranch system	(2)	6	61	9	70
A	Academic	Private Institution	(3)	7	114	140	254
E		Sectarian Institution	(3)	2	85	75	160
D		Small Private, Specialized Medical Program, Institution	(5)	1	55	34	89
C		Large Public State Institution	(2)	9	101	144	245
B	Federal	An Executive Agency	(2)	1	39	12	51
E		An Executive Agency	(5)	1	13	33	46
A		An Executive Agency	(5)	1	58	52	110
D		Law (Court)	(5)	2	32	34	66
B	Special-Non-Profit	Association	(4)	1	19	25	44
A		Research Institute	(3)	1	22	15	37
E		Historical Society	(4)	1	33	16	49
D		Medical Library	(5)	1	19	11	30
C		State Archives	(5)	1	35	29	64
D	Special-For-Profit	Communications Research Library	(5)	1	34	46	80
D		Environmental Engineering Company	(5)	0	33	0[1]	33
C		Business Management Company	(5)	0	45	0[1]	45
All Libraries		21 Total	---	--	1157	823	1980

SOURCE: King Research, Inc., User Survey.

[1] Libraries with no user-operated photocopy machine located in the library.

[2] Size categories based on book volumes: (1) over 1,000,000; (2) 500,000-999,999; (3) 100,000-499,999; (4) 50,000-99,999; (5) under 50,000.

The special-non-profit libraries include a range in sizes from 14 thousand to 160 thousand. All four libraries in the panel had only one user-operated machine and the range in subject area and users served included an association, a research institute, a historical society, a hospital, and a state archives.

The special-for-profit libraries were the most difficult to select, obtain cooperation from, and conduct interviews in. Many of the libraries originally targeted did not want to participate and many were disqualified because they did not have a user-operated photocopy machine within their library facilities. Due to these difficulties, the final panel consists of only three special-for-profit libraries. Two of these libraries did not have a user-operated photocopy machine and only Questionnaire 1 was conducted at these libraries. The three libraries range in size from 10 thousand book volumes to 35 thousand volumes, and specialize in communications, environmental engineering, and business management.

5.1.3 Survey Procedures and Operations

The library director of each library targeted for participation was contacted by telephone. The nature of the survey was described and the director was asked if he or she would agree to have library patrons interviewed. After this initial screening process, each library was sent a package of information, describing the study in detail, for further consideration. At this point, many of the libraries had to get further approval from their parent organization or organizational affiliation. About a week later each library was recontacted to see if final approval could be granted. If approval was given, then more detailed information was obtained about the library and an appointment was made by the Survey Director to visit the library prior to the arrival of the interviewers.

The Survey Director spent three days in each city setting up the interviewing schedules and hiring and training the interviewers. Each library was visited to discuss the final schedule, the physical layout of the library for staging the interviews, and, for some of the libraries, security and clearance arrangements were made. For the libraries that had several

photocopy machines, a sample was selected that would capture the highest volume of use as well as a mix across the different types of photocopying.

The schedule for each library varied from three to six days, depending on the number of hours they were open a day. Approximately 36 hours of interviewing were scheduled at each library with one-third of the time devoted to Questionnaire 1 and two-thirds for Questionnaire 2. The schedules included morning, afternoon and evening hours for each questionnaire type in order to capture different types of library users and usage. Each library was revisited after the interviewing began to make sure that the interviews were being administered and that no problems had occurred. Occasionally an unforeseen problem occurred that caused rescheduling, such as an inoperative photocopy machine, although all in all, the surveys went very smoothly. The interviewers then returned their completed interviews in a postage-paid return envelope to King Research, Inc.

5.1.4 Description of Survey Instruments

This section describes the survey instruments used in the User Survey. Two different survey instruments were used to collect data. Questionnaire 1 was administered to patrons 18 years of age or older entering the libraries; patrons were interviewed about photocopies of library materials they may have made or obtained in the past six months from any library. Questionnaire 2 was conducted at user-operated photocopying machines and these patrons were interviewed about the materials they were photocopying at the incidence of the interview. The study resulted in a total of 1,980 completed questionnaires. Interviewers conducted only one interview per individual library patron. Approximately sixty percent of the total were from Questionnaire 1 interviews and forty percent from Questionnaire 2 interviews. Appendix D contains a copy of each of these questionnaires.

Although the data findings from Questionnaire 1 and Questionnaire 2 are presented separately in the next two report sections, note the similarities in some of the questions that were common to both survey instruments. These

similarities include age, patron status, reasons for making photocopies, the number of copies made, the number of patrons who have asked library staff to make photocopies, and the number who have made ILL requests. These results suggest that there is little difference in the photocopying behavior of users randomly contacted at the library entrance and users approached at a photocopy machine.

5.2 User Survey - Questionnaire 1 (Patrons Entering Library)

5.2.1 Introduction

This section of the report describes the findings of the User Survey in which library patrons were interviewed. These interviews, based upon Questionnaire 1, were administered to individuals entering 21 different libraries by interviewers hired and trained by King Research. Patrons were asked whether or not, during the past six months, they had made or obtained photocopies of library materials. They were asked for details concerning the type of library materials they had photocopied (if any), and for the reasons they had made the photocopies. They were also questioned about requests made to any libraries for photocopies of library materials or for interlibrary loans, and the status of these requests.

5.2.2 User Characteristics

A total of 1,157 library patrons were interviewed in the 21 libraries that participated in the study. Table 5.2 displays the distribution of their ages, by library type. Nearly two-thirds of the users interviewed were 35 or younger. More than one-third of the patrons interviewed were 25 or younger; about one-fourth were between 26 and 35; and the rest were 36 years of age or older.

By library type, the distribution of patron age is very different. Not unexpectedly, a greater percentage of academic patrons were in the 18-to-25 year category. More than three-fourths of academic library patrons were 25 or younger. Federal and special-for-profit libraries show an older sample of users with the majority of users between the ages of 26 and 59. At federal libraries, three-fourths of the sample were in this age category and at special-for-profit libraries about four-fifths were. The age distribution was relatively more dispersed at public and special-non-profit libraries. At both of these library types, approximately half of the sample was under 36 and half was over.

Table 5.2 Age of Patron, by Library Type

Library Type	Number of Patrons	Age Category[2] 18-25	26-35	36-45	46-59	60+	Refused	Total[1]
Public	420	28.3%	26.9%	14.5%	13.8%	16.2%	0.2%	99.9%
Academic	355	76.3%	17.5%	3.1%	1.7%	0.3%	1.1%	100.0%
Federal	142	14.1%	28.2%	24.6%	21.8%	7.7%	3.5%	99.9%
Special-For-Profit	112	15.2%	43.7%	26.8%	12.5%	0.9%	0.9%	100.0%
Special-Non-Profit	128	20.3%	32.0%	19.5%	14.1%	10.9%	3.1%	99.9%
All Libraries	1157	39.1%	26.4%	14.0%	11.0%	8.2%	1.3%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 1.

[1] May not total to 100.0% due to rounding.

[2] Only patrons 18 or older were interviewed.

The occupational status of patrons was recorded in the interviews and users were classified as students, teachers, employees of the library organization, or other (meaning none of the above). Table 5.3 shows that 40 percent of all library patrons interviewed were students, 34 percent were classified as other, 21 percent were employees of the library organization, and about four percent were teachers.

Again, the distribution varied by library type, with the majority of library patrons at academic libraries recorded as students and the majority at federal and special-for-profit libraries recorded as employees of the library's parent organization, (68 percent and 97 percent respectively). At public and special-non-profit libraries, the largest category of users were "other," with about 65 percent at public and 53 percent at special-non-profit. The next largest group of users at both libraries was students with about 29 percent at the public libraries and about 20 percent at special-non-profit libraries.

Table 5.3 Patron Status, by Library Type

Library Type	Number of Patrons	Status of Patron					
		Student	Teacher	Employee of Library Org.	Other	No Response	Total[1]
Public	420	28.6%	5.0%	0.7%	64.8%	1.0%	100.1%
Academic	355	85.9%	3.1%	3.1%	7.0%	0.8%	99.9%
Federal	142	9.2%	2.1%	68.3%	20.4%	0.0%	100.0%
Special-For-Profit	112	2.7%	0.0%	97.3%	0.0%	0.0%	100.0%
Special-Non-Profit	128	19.5%	7.0%	19.5%	53.1%	0.8%	99.9%
All Libraries	1157	40.3%	3.8%	21.2%	34.0%	0.7%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 15.

[1] May not total to 100.0% due to rounding.

5.2.3 Volume of Photocopying

Library patrons were asked if during the past six months they had made, ordered, or obtained any photocopies of materials from this or from any other library's collection. A response of "yes" was obtained from 62.8 percent of the library patrons. Table 5.4 shows the average percentage for each of the five library types.

By library type, the percentage of patrons who reported photocopying ranged from a low of 46 percent at public libraries to a high of 80 percent at federal libraries. At both for-profit and non-profit special libraries, approximately two-thirds of the patrons reported photocopying in the past six months, and at academic libraries nearly three-fourths of those interviewed reported such photocopying.

Table 5.4 Key Variables from Questionnaire 1, by Library Type

Library Type	Number of Libraries in Survey	Number of Patrons Completing Questionnaire	Percent of Patrons Who Have Made or Obtained Photocopies of Library Materials	
			By Library Type	Range for Individual Libraries
Public	5	420	46.0%	21.3% - 54.9%
Academic	4	355	72.4%	64.9% - 84.2%
Federal	4	142	80.3%	61.5% - 100.0%
Special-For-Profit	3	112	65.2%	63.64% - 66.7%
Special-Non-Profit	5	128	69.5%	51.5% - 89.5%
All Libraries	21	1157	62.8%	21.3% - 100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 2.

Table 5.5 displays the percentage of patrons who reported that they had made or obtained photocopies of library materials. The smallest percentage at any library was 21 percent at one public library; highest was 100 percent at one federal library. The percentages at public libraries were all below the 62.8 percent mean for all library types. The responses for all of the special-for-profit libraries were similar to each other with approximately two-thirds of the users reporting having made or obtained photocopies of library materials. Although at federal libraries the percentage ranged from 62 percent to 100 percent, three of the four libraries on the panel show percentages considerably above the mean. Every academic library shows a percentage above the mean for all libraries. The percentages at special-non-profit libraries varied the most among individual libraries, ranging from 52 to 90 percent.

Table 5.5 Questionnaire 1 Panel of Libraries and the Percent of Patrons Who Have Made or Obtained Photocopies of Library Materials in the Past Six Months

City	Library Type	Number of Patrons	Percent of Patrons Who Have Photocopied Library Materials[1]	
B	Public	153	54.9%	
E	Public	47	21.3%	
A	Public	98	39.8%	45.9%
D	Public	61	47.5%	
C	Public	61	50.8%	
A	Academic	114	64.9%	
E	Academic	85	69.4%	72.4%
D	Academic	55	70.9%	
C	Academic	101	84.2%	
B	Federal	39	61.5%	
E	Federal	13	100.0%	80.3%
A	Federal	58	91.4%	
D	Federal	32	75.0%	
B	Special-Non-Profit	10	89.5%	
A	Special-Non-Profit	22	59.1%	74.8%
E	Special-Non-Profit	33	51.5%	
D	Special-Non-Profit	19	79.0%	
C	Special-Non-Profit	35	77.1%	
D	Special-For-Profit	34	64.7%	
C	Special-For-Profit	33	63.6%	65.2%
C	Special-For-Profit	45	66.7%	
All Libraries		1157	62.8%	

SOURCE: King Research, Inc., User Survey, Questionnaire 1.

[1] Question 2.

Table 5.6 Number of Complete or Partial Photocopies Made of Books During the Past Six Months, by Library Type

Library Type	Number of Patrons	Number of Times Complete or Partial Photocopies Made of Books: 0 Times	1-3 Times	4-6 Times	Over 6 Times	No Response	Total[1]
Public	193	25.9%	26.4%	18.7%	28.0%	1.0%	100.0%
Academic	257	24.9%	37.4%	19.1%	16.4%	2.3%	100.1%
Federal	114	18.4%	23.7%	16.7%	39.5%	1.8%	100.1%
Special-For-Profit	73	37.0%	27.4%	12.3%	23.3%	0.0%	100.0%
Special-Non-Profit	89	13.5%	21.4%	27.0%	35.9%	2.3%	100.1%
All Libraries	726	24.0%	29.3%	18.9%	26.3%	1.7%	100.2%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 3.

[1]May not total to 100.0% due to rounding.

Table 5.6 shows the number of times complete or partial photocopies were made in the past six months of books. Approximately one-fourth of the sample reported that they had not photocopied from books at all. The percentage that reported having made complete or partial photocopies of books one to three times was 29 percent; the percentage reporting four to six times was 19 percent and 26 percent reported making or obtaining photocopies over six times.

By library type, the distributions are different. Federal and special-non-profit library patrons reported the highest frequency of book photocopying with over 80 percent at each making copies at least once; more than 39 percent of federal library patrons reported having made photocopies over six times. In the past six months, about one third of the patrons at special-for-profit libraries had not made photocopies of books, 27 percent had made book photocopies one to three times, 12 percent had made book photocopies four to six times, and 23 percent had photocopied books over six times. The number of patrons at public and academic libraries who had not made photocopies of books was very close to the overall mean of 24 percent.

Table 5.7 shows the percentage of patrons who have made, ordered or obtained copies of journals during the past six months, by library type. For all libraries, approximately one-fourth of the patrons reported that they had not made any photocopies of journals, similar to the percentage reported for books. Almost another one-fourth reported making photocopies of journals one to three times. The percentage of patrons making four to six copies was 19 percent and over six times was 33 percent.

About three-fourths (75.5%) of the patrons at federal libraries had made photocopies of journals at least four times during the past six months. The percentage having made four or more photocopies of journals was lower at all other library types.

Table 5.7 Number of Complete or Partial Photocopies Made of Journals During the Past Six Months, by Library Type

Library Type	Number of Patrons	# of Times Comp./Part. Photo. Made of Journls. 0 Times	1-3 Times	4-6 Times	Over 6 Times	No Response	Total[1]
Public	193	28.5%	23.8%	16.1%	30.6%	1.0%	100.0%
Academic	257	25.3%	31.1%	16.3%	25.7%	1.6%	100.0%
Federal	114	11.4%	13.2%	19.3%	56.2%	0.0%	100.1%
Special-For-Profit	73	11.0%	20.6%	34.3%	32.9%	1.4%	100.2%
Special-Non-Profit	89	32.6%	15.7%	18.0%	32.6%	1.1%	100.0%
All Libraries	726	23.4%	23.4%	18.7%	33.4%	1.1%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 4.

[1] May not total to 100.0% due to rounding.

Table 5.8 shows the responses obtained from asking library patrons if they had made or obtained photocopies of library materials other than books or journals. Other materials would include such items as reports, maps,

music, etc. Nearly 20 percent of all library patrons reported that they had made photocopies of other materials. The differences among the library types was small with the lowest percentage reported at public libraries at 15 percent and the highest at special-non-profit at 24 percent.

Table 5.8 Percent of Patrons Who Have Made, Ordered or Obtained Copies of Library Materials Other Than Books or Journals, by Library Type

Library Type	Number of Patrons	Photocopies of Library Materials Other Than Books or Journals			
		Yes	No	No Response	Total[1]
Public	193	15.0%	83.4%	1.6%	100.0%
Academic	257	20.6%	77.0%	2.3%	99.9%
Federal	114	20.2%	79.0%	0.9%	100.1%
Special-For-Profit	73	19.2%	79.5%	1.4%	100.1%
Special-Non-Profit	89	23.6%	73.0%	3.4%	100.0%
All Libraries	726	19.3%	78.8%	1.9%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 5.

[1] May not total to 100.0% due to rounding.

5.2.4 Photocopying Characteristics

The data reported in this section reflect photocopying characteristics pertaining to questions asked about the last time the library patrons had made, ordered or obtained a photocopy of library materials. The data represent responses to Questionnaire 1 given by 726 library patrons, which are the 63 percent of the entire sample that reported that they had made or obtained photocopies in the past six months.

Table 5.9 displays responses for the type of item photocopied last. The largest single category reported for all libraries was 44 percent for photocopying one or more articles from a journal, magazine or periodical. About one-fourth of the patrons had photocopied less than a chapter from a book, 14 percent had photocopied one or more chapters from a book, nine percent had photocopied less than one article from a journal, magazine, or periodical, and seven percent had photocopied from other library materials.

Table 5.9 Type of Item Photocopied Last, by Library Type

Library Type	Number of Patrons	No Response	Type of Item: One or more chapters from a book	Less than a chapter from a book	One or more articles from a journal, magazine or periodical	Less than 1 article from a journal, magazine or periodical	Other	Total[1]
Public	193	0.5%	16.9%	21.8%	45.6%	8.8%	6.7%	100.3%
Academic	257	0.8%	17.1%	28.8%	36.2%	8.6%	8.6%	100.1%
Federal	114	0.0%	7.9%	21.1%	60.5%	3.5%	7.0%	100.0%
Special-For-Profit	73	0.0%	4.1%	16.4%	64.4%	12.3%	2.7%	99.9%
Special-Non-Profit	89	3.4%	14.6%	28.1%	28.1%	15.7%	10.1%	100.0%
All Libraries	726	0.8%	13.9%	24.4%	44.4%	9.1%	7.4%	100.0%

SOURCE: King Research, Inc., User Survey Questionnaire 1, Question 6.

[1] May not total to 100.0% due to rounding.

Over all, a greater percentage of patrons reported that the last item they photocopied was from a journal, magazine, or periodical. While 54 percent reported the last item photocopied to be from a journal, 38 percent reported photocopying from a book, and 7 percent from some other type of library material.

Library patrons were asked the reason they had made or obtained this copy. The largest single response for all libraries (Table 5.10) was that it was necessary for a job, with about 25 percent reporting this response. Another 10 percent said that it was helpful but not necessary for a job. A total of 37 percent reported that it was in preparation for a course, with 20 percent reporting it was assigned reading and 17 percent reporting that it was optional reading. About 16 percent reported that the items were photocopied for personal uses or entertainment, and only three percent were photocopying to prepare to teach a course.

Table 5.10 Reason for Photocopying Library Materials, by Library Type

Reason for Photocopying Library Material	Library Type (n=number of patrons)					
	Public (n=193)	Academic (n=257)	Federal (n=114)	Special-For-Profit (n=73)	Special-Non-Profit (n=89)	All Libraries (n=726)
Necessary for job	16.6%	2.7%	71.9%	37.0%	34.8%	24.7%
Helpful but not necessary for a job	8.3%	4.7%	14.9%	30.1%	7.9%	10.2%
Assigned course reading	13.5%	42.8%	0.9%	2.7%	6.7%	20.0%
Optional reading for a course	24.4%	23.0%	6.1%	1.4%	13.5%	17.4%
To prepare to teach a course	4.7%	2.0%	1.8%	1.4%	9.0%	3.4%
Personal use or entertainment	25.4%	10.9%	2.6%	20.6%	24.7%	16.1%
Other	7.3%	14.0%	1.8%	6.9%	3.4%	8.3%
Total[1]	100.2%	100.1%	100.0%	100.1%	100.0%	100.1%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 12.

[1] May not total to 100.0% due to rounding.

The distribution by library type seems to reflect the differences in users and collections found in the different libraries. While the majority of federal library and special-for-profit patrons reported photocopying for their jobs, the majority of patrons at academic libraries were for course work, assigned and optional. Approximately one-third of public library patrons reported photocopying for a course, and about one-fourth reported photocopying for job-related reasons and for personal use or entertainment.

Patrons were asked for the publication date of the last item that they photocopied. Table 5.11 displays a frequency distribution of their responses. Just over one-fourth of users from all libraries reported that the last library item that they photocopied was published before 1978. About one-sixth of the respondents reported a publication date of 1978 or 1979. A quarter of the sample gave 1980 as the publication date and about 10 percent said 1981. Just over 20 percent of the patrons could not remember the publication date.

The greatest variation among library types appears to be the responses from patrons interviewed at special-for-profit libraries. One-fourth of these patrons reported a publication date of 1981, which is well over the mean of 10 percent for all libraries. The percent of patrons at federal and special-non-profit libraries reporting publication dates of 1981 was under the overall mean, with two percent and six percent respectively at each. Likewise, patrons at special-for-profit libraries cited a publication date before 1978 less frequently than patrons from all library types, while federal and special-non-profit patrons responded with a publication date before 1978 more frequently.

Table 5.11 Publication Year of Last Item Photocopied, by Library Type

Library Type	Number of Patrons	Year of Publication					
		1981	1980	1978-1979	Before 1978	Don't Know	Total[1]
Public	193	8.8%	27.5%	16.1%	25.4%	21.8%	99.6%
Academic	257	10.5%	22.6%	17.1%	26.5%	22.2%	98.9%
Federal	114	1.8%	34.2%	14.9%	29.0%	20.2%	100.1%
Special-For-Profit	73	24.7%	24.7%	13.7%	15.1%	21.9%	100.1%
Special-Non-Profit	89	5.6%	16.9%	18.0%	32.6%	22.5%	95.6%
All Libraries	726	9.5%	25.2%	16.3%	26.2%	21.8%	99.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 7.

[1] Missing values excluded from total.

Table 5.12 shows the extent patrons recalled whether there was a copyright notice on the last item photocopied. This question received the lowest response of all questions asked, with 42 percent of respondents reporting that they did not know. This percentage is twice as high as the percent of patrons who could not cite the year of publication. Approximately 40 percent of the patrons did recall a copyright notice on the last item they photocopied, and the remaining 18 percent stated that the item photocopied last did not bear a copyright notice. Or, in other words, of those that could remember whether or not the item had a copyright notice, 70 percent stated that it did and 30 percent said that it did not. The distributions were similar among the different library types.

The data in Table 5.13 shows the percent of patrons that said that the last item that they photocopied was published by the United States Government. Only about 14 percent reported that the last item photocopied was a United States Government publication and 80 percent said that it was not. Approximately eight percent of the patrons interviewed could not remember. Table 5.13 shows a similar distribution among patrons at the five different library types.

Table 5.12 Recall of Copyright Notice on Last Item Photocopied, by Library Type

Library Type	Number of Patrons	Did item photocopied bear a copyright notice? Yes	No	Don't Know	Total[1]
Public	193	40.4%	15.0%	44.6%	100.0%
Academic	257	41.6%	18.3%	40.1%	100.0%
Federal	114	32.5%	22.8%	44.7%	100.0%
Special-For-Profit	73	42.5%	12.3%	45.2%	100.0%
Special-Non-Profit	89	41.6%	21.4%	37.1%	100.1%
All Libraries	726	39.9%	17.9%	42.2%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 8.

[1]May not total to 100.0% due to rounding.

Table 5.13 Recall of Whether Last Item Photocopied was a Publication of the U.S. Government, by Library Type

Library Type	Number of Patrons	Was item published by U.S. Government? Yes	No	Don't Know	Total[1]
Public	193	10.4%	83.9%	5.7%	100.0%
Academic	257	16.0%	78.2%	5.8%	100.0%
Federal	114	15.8%	78.1%	6.1%	100.0%
Special-For-Profit	73	15.1%	78.1%	6.9%	100.1%
Special-Non-Profit	89	11.2%	73.0%	15.7%	99.9%
All Libraries	726	13.8%	79.1%	7.1%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 9.

[1]May not total to 100.0% due to rounding.

Table 5.14 displays the mean, the range, and a frequency distribution for the number of pages copied from the last item photocopied. While the number of pages copied ranges from one to 270, the mean is about 10 pages and the frequency distribution shows that a little over half of all patrons interviewed only photocopied one to five pages. Another one-fourth of the patrons reported that they copied six to 10 pages and nearly 20 percent said that they copied over 10 pages. Comparing the differences among library types, special-for-profit patrons reported fewer pages photocopied in terms of the mean of 7.2 pages and the range of one to 30 pages, while special-non-profit patrons reported the largest amount of pages photocopied with a mean of 12.2 pages and approximately one fourth of these patrons reported that they copied over 10 pages.

Table 5.14 Number of Pages Copied from Item, by Library Type

Library Type	Number of Patrons	Mean Number of Pages	Range of Pages	Number of Pages Photocopied				
				1-5 Pages	6-10 Pages	Over 10 Pages	No Response	Total[1]
Public	193	11.6	1-200	55.4%	22.8%	20.7%	1.0%	99.9%
Academic	257	9.1	1-270	60.7%	22.6%	15.6%	1.2%	100.1%
Federal	114	10.3	1-250	44.7%	36.0%	19.3%	0.0%	100.0%
Special-For-Profit	73	7.2	1-30	52.1%	27.4%	16.4%	4.1%	100.0%
Special-Non-Profit	89	12.2	1-135	46.0%	29.2%	24.7%	0.0%	99.9%
All Libraries	726	9.9	1-270	54.1%	26.0%	18.8%	1.1%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 10.

[1] May not total to 100.0% due to rounding.

Table 5.15 shows the number of copies made by library type. Responses ranged from one to 75 copies and the mean number of copies is 1.7 for patrons at all libraries. The frequency distribution shows that 85 percent of all

Table 5.15 Number of Copies Made, by Library Type

Library Type	Number of Patrons	Mean Number of Copies	Range of Copies	Number of Copies Made				
				1 Copy	2 Copies	Over 2 Copies	No Response	Total[1]
Public	193	1.7	1-75	86.5%	5.7%	6.7%	1.0%	99.9%
Academic	257	1.6	1-35	85.6%	5.8%	6.2%	2.3%	99.9%
Federal	114	1.6	1-50	87.7%	7.9%	3.5%	0.9%	100.0%
Special-For-Profit	73	1.3	1-10	82.2%	12.3%	2.7%	2.7%	99.9%
Special-Non-Profit	89	2.2	1-32	78.7%	6.7%	14.6%	0.0%	100.0%
All Libraries	726	1.7	1-75	85.0%	6.9%	6.6%	1.5%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 11.

[1] May not total to 100.0% due to rounding.

patrons interviewed reported that they had made only one copy of the last photocopy that they made of library material. About seven percent made two copies and about seven percent made over two copies. Again, as in number of pages copied, special-non-profit patrons show the highest level of photocopying, with a mean of 2.2 copies made and about 15 percent reporting to have made over two copies. The mean number of copies made is lowest for patrons at special-for-profit libraries at 1.3 copies.

5.2.5 Requests for Photocopies of Library Materials Made to Library Staff

All the 1,157 patrons were asked additional questions that deal with requests for photocopying made to library staff of library materials. First, patrons were asked if during the past six months they had asked any library to photocopy or otherwise reproduce materials from its collection and had their request refused. Table 5.16 displays the responses to this question.

Table 5.16 Status of Patrons' Photocopy Requests Made to Libraries, by Library Type

Library Type	Number of Patrons	Status of Photocopy Request: No Requests Made	All Requests Filled	Any Request Refused	No Response	Total[1]
Public	420	90.5%	6.9%	2.4%	0.2%	100.0%
Academic	355	84.8%	13.5%	1.1%	0.6%	100.0%
Federal	142	60.6%	39.4%	0.0%	0.0%	100.0%
Special-For-Profit	112	67.0%	31.2%	1.8%	0.0%	100.0%
Special-Non-Profit	128	68.8%	27.3%	3.9%	0.0%	100.0%
All Libraries	1157	80.4%	17.6%	1.8%	0.3%	100.1%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 13.

[1]May not total to 100.0% due to rounding.

Approximately four-fifths of the entire sample of users reported that they had never made a photocopying request to any library staff in the past six months. Public and academic patrons appear to be the least likely to make such a request, with 91 percent of public library patrons reporting no requests made and 85 percent of academic reporting no requests made. The percentages at federal, special-for-profit and special-non-profit were considerably lower with approximately two-thirds of both types of special library patrons reporting that they had not made photocopying requests; the corresponding percentage at federal libraries was 61 percent. The higher percentages for academic and public libraries could be a result of the fact that they have more photocopy machines available for patrons to operate themselves.

Of those who made requests, only 9 percent reported that a request was refused;[1] the balance reported that their request was filled.

[1]The 1.8 percent for "any request refused" from Table 5.16 represents 9 percent of the requests which were not refused.

Of the 21 individuals reporting that their request was refused, only four of them cited copyright as the reason that their request was refused and all mentioned that the refused request was for music. The rest of the reasons given were totally unrelated to copyright; other reasons were the result of the unavailability of the library material or of the refusal of library staff to do the photocopying. Such a small sample, however, may not be representative of the types of items refused to be photocopied at all libraries.

Table 5.17 displays the response given when patrons were asked if they had asked a library to obtain materials from another library's collection during the past six months. Twenty-two percent of all library patrons reported having made such a request in the past six months.[2] However, the percentage varied considerably by library type, with only 15 percent of the academic patrons reporting having made such a request and 45 percent of federal library patrons reporting that they had. Approximately a quarter of both types of special library patrons answered yes to this question. The percent of public library patrons responding yes was similar to academic patrons, with 17 percent reporting that they had made requests.

Table 5.17 Patrons Who Requested Libraries to Obtain Materials from Other Libraries During Past Six Months, by Library Type[2]

Library Type	Number of Patrons	Request Made			
		Yes	No	No Response	Total[1]
Public	420	16.7%	82.6%	0.7%	100.0%
Academic	355	15.2%	84.2%	0.6%	100.0%
Federal	142	45.0%	54.2%	0.7%	99.9%
Special-For-Profit	112	27.7%	71.4%	0.9%	100.0%
Special-Non-Profit	128	25.0%	74.2%	0.8%	100.0%
All Libraries	1157	21.7%	77.6%	0.7%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 14A.

[1] May not total to 100.0% due to rounding.

[2] These requests may include requests to another library (e.g., branch) in the same system, or an actual interlibrary loan request.

Table 5.18 shows the status of the requests made in terms of how they were filled. Only 6.1 percent of the requests were refused, while 63 percent were filled with an original and 44 percent were filled with a photocopy. The six percent of refused requests represents 12 individuals, and no one cited copyright as the reason for refusal. Most of the individuals merely stated that the item was not available.

Table 5.18 Status of Requests Made in the Past Six Months

Status of Request	Number of Patrons Reporting This Status	Percentage of Times This Status Reported in Past Six Months			
		Once	2-5 Times	Over 5 Times	Total[1]
Filled with an Original	124	49.2%	41.8%	8.9%	199.9%
Filled with a Photocopy	88	36.4%	47.8%	15.9%	100.1%
Refused	12	75.0%	16.7%	8.3%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 1, Question 14b.

[1] May not total to 100% due to rounding.

5.3 User Survey - Questionnaire 2 (Patrons Making Own Photocopies)

5.3.1 Introduction

This section of the report describes the findings of the User Survey in which 823 library patrons were interviewed at user-operated photocopy machines in 19 different libraries. The panel of libraries that participated in this study included five public libraries, five special-non-profit libraries, four academic libraries, four federal libraries and one special-for-profit library. The 823 library patrons were asked several questions about the items that they were photocopying at the time of the interview. The basic difference between Questionnaire 1 and Questionnaire 2 is that where Questionnaire 1 relied on patrons' recollections of their copying in the past six months, Questionnaire 2 collected data on patron photocopying at the time of the interview. As in Questionnaire 1 interviews, patrons that were administered Questionnaire 2 were asked their age, status, whether they had obtained photocopies of library materials from library staff in the past six months, and if they had requested an item from another library.

5.3.2 User Characteristics

Table 5.19 shows the distribution for the age of the patrons interviewed. The largest single age category is 18 to 25, with about 40 percent of all patrons belonging to this category. Another 29 percent of the patrons reported that they were between 26 and 35 years old. Only about 29 percent of all patrons were over 35 years of age.

As one might expect, the distribution is very different by library type. Nearly 92 percent of academic patrons were under 36, with about 63 percent 25 or under. At public and federal libraries, over half of the patrons were under 36, and a little less than half were 36 or older. At both kinds of special libraries, about 40 percent were under 36. At the special-for-profit library, 59 percent were 36 or over and at special-non-profit libraries, 54 percent were 36 or over.

Table 5.19 Age of Patron, by Library Type

Library Type	Number of Patrons	Age Category[2] 18-25	26-35	36-45	46-59	60+	Refused	Total[1]
Public	157	28.7%	26.8%	14.0%	16.6%	14.0%	0.0%	100.1%
Academic	393	63.1%	28.5%	5.3%	2.0%	0.0%	1.0%	99.9%
Federal	131	19.1%	31.3%	16.0%	19.1%	13.0%	1.5%	100.0%
Special-For-Profit	46	4.3%	34.8%	37.0%	15.2%	6.5%	2.2%	100.0%
Special-Non-Profit	96	11.5%	29.2%	16.7%	22.9%	14.6%	5.2%	100.1%
All Libraries	823	40.2%	29.0%	11.8%	10.7%	6.8%	1.5%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 1.

[1] May not total to 100.0% due to rounding.

[2] Only patrons 18 or older were interviewed.

Library patrons were also asked if they were a student, teacher, an employee of the library's parent organization, or some other (i.e., none of the above) status. Table 5.20 shows that a little over half of the patrons interviewed reported that they were students. The next largest group of patrons were those belonging to the other category. In addition, about 17 percent reported to be employees of the library organization, and about four percent were teachers.

Again, as with patron age, among library types, the status is very different. At academic libraries, just over 86 percent were students. At both the special-for-profit library and federal libraries, the largest single category of users was employees of the library's parent organization, with about 61 percent of federal libraries reporting this status and just over 89 percent of special-for-profit patrons reporting to be organization employees. At special-non-profit libraries, the largest user category was for those reporting another status. Public library patrons had the majority of their users in two different categories, with nearly 37 percent student patrons and about 57 percent in the "other" category.

Table 5.20 Patron Status, by Library Type

Library Type	Number of Patrons	Status of Patron: Student	Teacher	Employee of Parent Org.	Other	No Response	Total[1]
Public	157	36.9%	5.7%	0.0%	56.7%	0.6%	99.9%
Academic	393	86.3%	5.9%	1.8%	4.6%	1.5%	100.1%
Federal	131	9.2%	0.0%	61.2%	29.8%	0.0%	100.2%
Special-For-Profit	46	0.0%	0.0%	89.1%	6.5%	4.3%	99.9%
Special-Non-Profit	96	17.7%	4.2%	13.5%	64.6%	0.0%	100.0%
All Libraries	823	51.8%	4.4%	17.1%	25.6%	1.1%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 9.

[1] May not total to 100.0% due to rounding.

5.3.3 Volume of Photocopying

Results are presented for four important variables in Table 5.21. The first column reports the percentage of interviews conducted with patrons at user-operated photocopy machines that displayed a copyright warning. Approximately 83 percent of all interviews were conducted at machines that displayed such a warning. More of the interviews with federal library patrons took place at machines with warnings, with a warning reported at machines for 98 percent of the interviews. Both public and special-non-profit interviews were less likely to take place at machines that bore a copyright warning, with about two-thirds of the interviews taking place at such a machine for each of these library types.

As library patrons were photocopying materials, they were asked if the items were library materials or their own. A total of 56 percent of the library patrons said they were photocopying library materials, 42 percent were photocopying their own materials, and two percent were photocopying both. Table 5.21

Table 5.21 Photocopy Machine and Patron Photocopying Behavior, by Library Type

Library Type	Number of Patrons	Percent of Patrons Interviewed at Machines Which Displayed Copyright Warning	Percent of Patrons Copying Library Materials	Percent of Patrons Who Have, During The Past 6 Months: Asked Any Library To Make A Copy From Its Collection[1]	Percent of Patrons Who Have, During The Past 6 Months: Asked Any Library To Obtain Materials From Another Library
Public	157	63.1%	47.8%	23.6%	20.4%
Academic	393	90.8%	50.9%	14.5%	18.1%
Federal	131	97.7%	61.2%	44.3%	46.6%
Special-for-profit	46	80.4%	58.7%	63.0%	50.0%
Special-non-profit	96	67.7%	80.2%	35.4%	18.8%
All Libraries	823	83.4%	55.8%	26.1%	24.9%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Questions 2, 3, 6, 7a.

[1] A total of 11 patrons reported having their requests refused.

shows the percent of patrons by library type that were photocopying library materials. Special-non-profit library patrons were photocopying library materials most often and public library patrons were photocopying library materials least often. The percent of patrons photocopying library materials was 80 percent at special-non-profit libraries and about 48 percent at public libraries.

Table 5.22 shows the percentage of patrons that were photocopying library materials at each of the 19 libraries on the panel. The greatest variation among libraries appears to be with public libraries, where the percentage of patrons photocopying ranged from a low of 16 percent at one library to a high of 80 percent at another. The federal libraries show a smaller variation, with a range of 42 percent to 83 percent. Three of the four academic libraries on the panel had percentages that were very close at about 45 percent, which was below the 56 percent for all library patrons. At the special-non-profit libraries,

Table 5.22 Questionnaire 2 Panel of Libraries and The Percentage of Patrons at Photocopy Machine Copying Library Materials

City	Library Type	Number of Patrons	Percent of Patrons Making Copies of Library Materials[1]
B	Public	61	60.7%
E	Public	29	48.3%
A	Public	38	15.8%
D	Public	20	80.0%
C	Public	9	22.2%
A	Academic	140	44.3%
E	Academic	75	45.3%
D	Academic	34	44.1%
C	Academic	144	61.8%
B	Federal	12	83.3%
E	Federal	33	42.4%
A	Federal	52	57.7%
D	Federal	34	76.5%
B	Special-Non-Profit	25	84.0%
A	Special-Non-Profit	15	46.7%
E	Special-Non-Profit	16	81.3%
D	Special-Non-Profit	11	90.9%
C	Special-Non-Profit	29	89.7%
D	Special-For-Profit	46	58.7%
All Libraries		823	55.8%

SOURCE: King Research, Inc., User Survey, Questionnaire 2.

[1] Question 3.

the percent of patrons making photocopies of library materials was much higher with four of the five libraries showing percentages over 80 percent, which is well over the 56 percent average for all libraries. The 59 percent of patrons photocopying library materials at the one special-for-profit library was very close to the overall percentage for all libraries.

Returning to Table 5.21, this entire sample of library patrons were asked additional questions that deal with requests for photocopying of library materials made to library staff. Patrons were asked if during the past six months they had asked any library to photocopy or otherwise reproduce materials from its collection and had their request refused. Table 5.21 displays the percentage of patrons who responded yes to this question. Only a little more than one-fourth of the patrons interviewed at all libraries reported that they had asked any library to photocopy library materials. The differences among library types ranged from about 15 percent at academic libraries to 63 percent at the special-for-profit library.

Only 11 individuals, or slightly more than one percent of all patrons, reported that their request was refused. Stated differently, of those that did report having made a request, 95 percent were filled and only five percent were refused. No one cited copyright as the reason that their request was refused and most said that the material was not available, or the library staff was too busy.

Table 5.21 also displays the percentage of patrons who reported that they had requested an item from another library in the past six months. The overall percentage at all libraries was 25 percent, ranging from 18 percent for patrons at academic libraries to 50 percent for special-for-profit patrons. Table 5.23 shows the status of the requests made in terms of how they were filled. Only 6.3 percent of the requests were refused, while 50 percent were filled with an original and 50 percent were filled with a photocopy. Only two patrons cited copyright as the reason their request was refused.

Table 5.23 Status of Requests to Other Libraries Made in the Past Six Months

Status of Request	Number of Patrons Reporting This Status	Percentage of Times This Status Reported in Past Six Months			
		Once	2-5 Times	Over 5 Times	Total[1]
Filled with an Original	59	45.8%	44.1%	10.2%	100.1%
Filled with a Photocopy	59	25.4%	49.2%	25.4%	100.0%
Refused	7	93.3%	6.7%	0.0%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 7b.

[1] May not total 100% due to rounding.

5.3.4 Photocopying Characteristics

The data reported in this section reflect photocopying characteristics pertaining to questions asked only of those patrons who were photocopying library materials, and represents a total of 459 library patrons.

Table 5.24 displays the mean, the range, and a frequency distribution for the number of items photocopied, by library type. The range of items for patrons at all libraries was one to six items, with a mean of 1.3 items. Nearly 82 percent of the patrons were photocopying only one item, nine percent were copying two items, and seven percent were copying more than two items. The table shows only slight differences among library types.

Library patrons were asked for the reason they were photocopying library materials, and user responses are displayed in Table 5.25. The largest single response was that it was necessary for a job, with about 29 percent of all patrons reporting this response. Another 21 percent said that it was assigned course reading. Approximately 15 percent reported to be photocopying for personal use or entertainment.

Table 5.24 Number of Items Photocopied, by Library Type

Library Type	Number of Patrons	Range of Items	Mean Number of Items	Number of Items Photocopied				
				One Item	Two Items	More than 2 Items	No Response	Total[1]
Public	75	1-5	1.4	73.3%	18.7%	8.0%	0.0%	100.0%
Academic	200	1-6	1.3	88.0%	5.0%	7.0%	0.0%	100.0%
Federal	80	1-5	1.4	77.5%	10.0%	8.8%	3.8%	100.1%
Special-For-Profit	27	1-3	1.2	77.8%	11.1%	3.7%	7.4%	100.0%
Special-Non-Profit	77	1-4	1.3	80.5%	10.4%	6.5%	2.6%	100.0%
All Libraries	459	1-6	1.3	81.9%	9.4%	7.2%	1.5%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 5.

[1] May not total to 100.0% due to rounding.

Table 5.25 Reason for Photocopying Library Materials, by Library Type

Reason for Photocopying Library Material	Library Type					
	Public (n=75)	Academic (n=200)	Federal (n=80)	Special-For-Prof. (n=27)	Special-Non-Prof. (n=77)	All Libs. (n=459)
Necessary for a job	14.7%	7.5%	85.0%	51.9%	35.1%	29.4%
Helpful but not necessary for a job	6.7%	6.0%	6.3%	22.2%	6.5%	7.2%
Assigned course reading	20.0%	36.0%	3.8%	0.0%	6.5%	20.7%
Optional reading for a course	22.7%	26.5%	0.0%	0.0%	10.4%	17.0%
To prepare to teach a course	5.3%	4.0%	0.0%	3.7%	3.9%	3.5%
Personal use or entertainment	25.3%	7.5%	3.8%	18.5%	32.5%	14.6%
Other	5.3%	12.5%	1.3%	3.7%	5.2%	7.4%
Total[1]	100.0%	100.0%	100.2%	100.0%	100.1%	99.8%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 4.

[1] May not total to 100.0% due to rounding.

The distribution by library type seems to reflect the differences in users and collections. More than half of the library patrons at federal and special-for-profit libraries reported that the materials were necessary for their jobs. At academic libraries the majority of users were photocopying for a course, whether assigned or as optional reading. Most of the photocopying at special-non-profit libraries was split between job reasons and for personal use or entertainment.

The rest of this section describes data for the first item that was being photocopied during the interview. Table 5.26 shows that over half, or 56 percent, of the items were books. Another 31 percent of the items were serials, and 13 percent were other library materials. Less than one percent were photocopies of music. Over half of the special-for-profit patrons were making photocopies of serials and 26 percent were photocopying other library materials. At special-non-profit libraries nearly three-fourths of the patrons were photocopying books.

Table 5.26 Type of Item Photocopied, by Library Type

Library Type	Number of Patrons	Type of Item Photocopied[2]				
		Book[3]	Serial	Music	Other	Total[1]
Public	75	53.3%	32.0%	1.3%	13.3%	99.9%
Academic	200	54.5%	33.5%	0.0%	12.0%	100.0%
Federal	80	57.5%	30.0%	1.3%	11.3%	100.1%
Special-For-Profit	27	22.2%	51.9%	0.0%	25.9%	100.0%
Special-Non-Profit	77	74.0%	14.3%	0.0%	11.7%	100.0%
All Libraries	459	56.2%	30.5%	0.4%	12.9%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 5a.

[1] May not total to 100.0% due to rounding.

[2] Refers to first item photocopied during interview.

[3] The extent to which bound periodicals may have been reported as books is unknown.

Table 5.27 Publication Year of Item Photocopied, by Library Type

Library Type	Number of Patrons	Year of Publication[2] 1981	1980	1978-1979	Before 1978	No response	Total[1]
Public	75	13.3%	17.3%	18.6%	49.5%	1.3%	100.0%
Academic	200	18.5%	16.0%	22.0%	38.5%	5.0%	100.0%
Federal	80	21.3%	11.3%	15.0%	48.6%	3.8%	100.0%
Special-For-Profit	27	63.0%	22.2%	0.0%	11.1%	3.7%	100.0%
Special-Non-Profit	77	7.8%	3.9%	10.4%	68.8%	9.1%	100.0%
All Libraries	459	19.0%	13.7%	17.0%	45.5%	4.8%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 5B.

[1] May not total to 100.0% due to rounding.

[2] Refers to first item photocopied during interview.

Table 5.27 displays data for the publication year of the photocopied item. Approximately 46 percent of the library materials copied were published before 1978. The percent published in 1981 was 19 percent. The percent in 1980 was 14 percent and between 1978 and 1979, the percent was 17 percent. The interesting differences among library types is the large portion of items published in 1981 at the special-for-profit library, and the large number of publications photocopied before 1977 at the special-non-profit libraries.

The interviewers also recorded whether or not the library items being photocopied bore a copyright notice and if they were items published by the United States Government. Table 5.28 shows that 66 percent of all items did display a copyright notice and 15 percent were items published by the U.S. Government. Although the items bearing a copyright notice ranged by library type from 48 percent to 87 percent, some of the variation can be explained by the differences in the percent of items that were government publications, since these are in the public domain.

Table 5.28 Percent of Items With Copyright Notice and Published by U.S. Government, by Library Type

Library Type	Number of Patrons	Percent of Items That Bore Copyright Notice[1,3]	Percent of Items Published by U.S. Govt.[2,3]
Public	75	86.7%	10.7%
Academic	200	70.5%	13.5%
Federal	80	57.5%	30.0%
Special-For-Profit	27	48.2%	0.0%
Special-Non-Profit	77	48.1%	13.0%
All Libraries	459	65.8%	15.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2.

[1]Question 5D

[2]Question 5E

[3]Refers to first item photocopied during interview.

Table 5.29 shows the mean number of copies made, as well as the range and a frequency distribution. Only one copy was made by 66 percent of patrons at all libraries. Another nine percent made two copies and 21 percent of the patrons made more than two copies. The mean number of copies made was 2.6, with two extreme values (shown in the range) excluded. Patrons made more copies per item at the academic and special-for-profit libraries where the mean number of copies made is higher than the overall mean as well as the percentage of patrons who made over two copies. Federal libraries show both the lowest mean number of copies made at 1.8 as well as the highest percentage of patrons, 79 percent, who made only one copy.

5.3.5 Interpretation of Copyright Notice

All library patrons, including those who were photocopying their own materials, were asked their perception of a copyright notice. They were given the list of statements displayed in Table 5.30 and asked which statement best described their reaction to seeing a copyright notice in a book, journal, or magazine which they wanted to photocopy. The statement reading, "I could copy the item if I was going to use it for educational or research purposes" was

Table 5.29 Number of Copies Made, by Library Type

Library Type	Number of Patrons	Mean Number of Copies	Range of Copies	Number of Copies Made[2]				
				1 Copy	2 Copies	Over 2 Copies Made	No Response	Total[1]
Public	75	1.9	1-21	74.7%	13.3%	12.0%	0.0%	100.0%
Academic	200	3.4[3]	1-100	57.5%	7.5%	28.5%	6.5%	100.0%
Federal	80	1.8[3]	1-320	78.8%	8.8%	12.5%	0.0%	100.1%
Special-For-Profit	27	2.8	1-10	55.6%	11.1%	29.6%	3.7%	100.0%
Special-Non-Profit	77	2.0	1-11	70.1%	7.8%	18.2%	3.9%	100.0%
All Libraries	459	2.6[3]	1-320	66.0%	8.9%	21.4%	3.7%	100.0%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 5c.

[1] May not total to 100.0% due to rounding.

[2] Refers to first item photocopied during interview.

[3] These means were calculated without the responses from two questionnaires; one academic case of 100 copies and one federal case of 320 copies were omitted.

selected most often, with 41 percent of the patrons in all libraries giving this response. The percentages were even higher at federal and special-for-profit libraries where 57 percent and 50 percent, respectively, cited this statement. Only four percent of the entire sample of patrons thought that the copyright notice meant that no copies could be made. The rest of the patrons' responses were distributed fairly evenly among the remaining five statements listed in Table 5.30. Nearly half of those patrons selecting "Other", or seven percent of the sample, told interviewers that they "ignore" the copyright notice or "don't pay attention to it".

Table 5.30 User Perception of the Copyright Notice, by Library Type

Perception of Copyright Notice	Library Type					
	Public (n=157)	Academic (n=393)	Federal (n=131)	Special-For-Profit (n=46)	Special-Non-Profit (n=96)	All Libraries (n=823)
Had never seen a copyright notice before	12.1%	12.5%	4.6%	13.0%	11.5%	11.1%
Had seen before, but didn't know what it meant	11.5%	12.5%	4.6%	2.2%	4.2%	9.5%
Could only make one copy	9.6%	7.6%	16.0%	10.9%	6.3%	9.4%
Could not make any copies	6.4%	4.1%	2.3%	0.0%	1.0%	3.7%
Could make copies with copyright owner's permission	14.6%	13.7%	4.6%	0.0%	14.6%	11.8%
Could copy if use for educational or research purpose	32.5%	38.7%	56.5%	50.0%	35.4%	40.6%
Other	13.4%	10.9%	11.5%	23.9%	27.1%	14.1%
Total[1]	100.1%	100.0%	100.1%	100.0%	100.1%	100.2%

SOURCE: King Research, Inc., User Survey, Questionnaire 2, Question 8.

[1] May not total to 100.0% due to rounding.

APPENDIX SECTION

Page		Section
A-1	Appendix A	Library Photocopying Survey, Phase One
B-1	Appendix B	Library Photocopying Survey, Phase Two
C-1	Appendix C	Publisher Survey
D-1	Appendix D	User Survey

Appendix A

LIBRARY PHOTOCOPYING SURVEY

PHASE ONE

Page

A-1 Letter of Transmittal supplied by Copyright Office (version for libraries which participated in the 1976 study)

A-4 Endorsement statement supplied by the Council of National Library and Information Associations

A-5 Library Photocopying Survey Phase One Questionnaire (reduced from original legal size)

THE LIBRARY OF CONGRESS

WASHINGTON, D.C. 20540

Dear Librarian:

The Copyright Office, a department of the Library of Congress, is required by law to deliver a report to Congress concerning the extent to which a portion of the copyright law (17 U.S.C. §108) strikes the proper balance, with respect to certain library activities, between the rights of the creators of copyrighted works and the needs of the users of such works. That report will deal primarily, but not exclusively, with library photocopying.

In 1978 the Register of Copyrights appointed an Advisory Committee of representatives of various interests concerned with issues which must be addressed in the report. Its members, and their organizational affiliations, are set out in the enclosure. The two most important recommendations made by the Committee have been adopted: that the Copyright Office hold hearings to take testimony about library photocopying and related issues and that an independent contract be let for the performance of several statistical surveys. King Research, Inc., in conducting these surveys, is asking questions of 500 libraries, 500 publishers, and 1000 users. We are requesting that your library respond because it participated in King Research's 1976/1977 study of library photocopying. Your cooperation is particularly important to ensure that this survey accurately reflects any changes in photocopying volume or procedures which have occurred since 1976.

I realize that answering all of the questions posed in the questionnaire may be somewhat burdensome. Please understand that only a high response rate to these surveys will ensure the validity and usefulness of this study and, ultimately, the Copyright Office report. Your cooperation is appreciated not only by the Library of Congress but also by the members of the Advisory Committee, who represent authors, publishers, libraries, and users.

All information contained in your completed questionnaire will be treated with the utmost regard for its confidentiality. At no time will the Copyright Office, the Library of Congress, the members of the Advisory Committee, or the public have access to any datum which could be attributed to you or your institution. As soon as the data you supply have been tabulated by King Research all identifying material will be destroyed. Information regarding photocopying actvity, business practices, and the like will be reported to Congress only in the aggregate, with no possibility of anyone else associating any given response with any individual organization.

If you have questions concerning any portion of the questionnaire, please contact Ms. Kathy O'Brien of King Research, Inc., at (301) 881-6766. Thank you very much for your cooperation in assisting the Library of Congress in its preparation of this important report to Congress.

Sincerely yours,

David Ladd
Assistant Librarian of Congress
for Copyright Services

Enclosures:
1. Advisory Committee Members
2. Questionnaire

Advisory Committee

Dr. James Barsky
President, Academic Press

Mr. Charles A. Butts
Houghton Mifflin Company
Chairman, Association of American
Publishers Copyright Committee

Mr. Efren Gonzalez
Bristol-Myers Products
Chairman, Special Library Association Copyright Committee

Irwin Karp, Esq.
Authors League of America, Inc.

Mrs. Madeline Henderson
Chairman, American Chemical Society
Copyright Committee

Dr. Rita Lerner
American Institute of Physics

Ms. Nancy Marshall
Associate Director, University of Wisconsin-Madison Libraries
Chairman, American Library Association Copyright Committee

Mr. Peyton Neal
Associate Editor, Bureau of National
Affairs
Information Industry Association

Mr. August Steinhilber
Associate Executive Director,
National School Boards Association
Ad Hoc Committee on Copyright Law
Revision

Dr. Alfred Sumberg
American Association of University
Professors

COUNCIL OF NATIONAL LIBRARY AND INFORMATION ASSOCIATIONS
Statement on the Copyright Office Photocopying Survey

The members of the CNLIA Ad Hoc Committee on Copyright Law Practice and Implementation urge administrators to respond favorably if invited to participate in the Copyright Office statistical survey to be conducted by King Research.

Unlike the previous survey which was limited to library activities (also done by King Research), the new survey includes publishers and users. The library community has consistently recommended a trilateral approach in order to give the Congress a complete picture of the initial impact of the new law on the "intended statutory balancing of the rights of creators, and the needs of users." CNLIA is pleased that the Copyright Office agrees with this position.

Therefore, we hope you will be responsive to the invitation. The respective associations have endorsed this appeal in the belief that it is important for the entire library community to be well represented in this cooperative effort.

Laura N. Gasaway, American Association of Law Libraries
Nancy E. Marshall, American Library Association
Ralph E. McCoy, Association of Research Libraries
Nina W. Matheson, Medical Library Association
Susan Summer, Music Library Association
Efren W. Gonzalez, Special Libraries Association

1/13/81

King Research
Project No. 9324

LIBRARY OF CONGRESS
COPYRIGHT OFFICE
LIBRARY PHOTOCOPYING SURVEY

ID Number: _____

INSTRUCTIONS

1. This questionnaire is being sent to individual, independent libraries as well as libraries which are a part of a parent organization of some sort, and to libraries which are the headquarters of a library system. Please check the mailing label attached to the envelope in which this questionnaire was sent to make sure the address is correct. If not, please correct it below:

   _____
   _____
   _____
   _____

2. Please give the name and telephone number of the person whom we can contact about this questionnaire in case we have any questions:

   _____
   _____

3. Unless specified otherwise, the terms "library" and "library system" are used synonymously in this questionnaire. These terms should be interpreted to include all the library facilities in your system which are under central financial and managerial control of the libary named on the envelope in which this questionnaire was mailed.

4. The questions in this questionnaire are organized into the following sections:

   A. DESCRIPTION OF YOUR LIBRARY
   B. LIBRARY COLLECTION AND EXPENDITURES, BOOKS AND SERIALS, 1976 and 1980
   C. LIBRARY PHOTOCOPYING
   D. CHARGES FOR LIBRARY PHOTOCOPYING
   E. RESERVE OPERATION
   F. PERMISSION REQUESTS
   G. PHOTOCOPYING ROYALTY PAYMENTS
   H. INTERLIBRARY LOAN REQUESTS RECEIVED BY YOUR LIBRARY
   I. INTERLIBRARY LOAN REQUESTS MADE BY YOUR LIBRARY
   J. COMPUTERIZED BIBLIOGRAPHIC DATA BASES
   K. COPYING OF AUDIOVISUAL MATERIALS
   L. USE OF COMMERCIAL COYPING OR DOCUMENT DELIVERY SERVICES
   M. USER ACCESS

   Except for Section A (which all respondents should fill out), not all of these sections will be relevant to your library. For example, for Section E, if your library does not have a "reserve operation," you should circle "2" to indicate "no" and skip to Section F. We have inserted skip patterns such as this throughout the questionnaire to minimize the time it takes you to fill out the questionnaire.

5. Several questions in this questionnaire refer to 1976 and 1980. If your library does not operate on a calendar year basis, please report data for the fiscal or reporting years which ended in 1976 and 1980. For example, if your fiscal year runs October through September, for 1980 you would report data for the fiscal year ending in September 1980.

6. Some of the questions request numerical responses, e.g., how many photocopying machines are in your library. If you do not maintain records, please supply an estimate. If you are unable to supply an estimate, please follow the directions on the response which you should supply.

7. If you have any questions about this survey, please call Dr. Dennis McDonald, project director, at (202) 861-0640.

8. ALL RESPONSES ARE CONFIDENTIAL! NO ONE OTHER THAN INDIVIDUAL KING RESEARCH STAFF MEMBERS WILL HAVE ACCESS TO THE DATA PROVIDED BY INDIVIDUAL RESPONDENTS. ALL DATA WILL BE REPORTED IN AGGREGATED FORM SO THAT INDIVIDUAL RESPONDENTS CANNOT BE ASSOCIATED WITH SPECIFIC RESPONSE

PLEASE COMPLETE AND RETURN THIS QUESTIONNAIRE BY FEBRUARY 20, 1981

PLEASE READ THESE IMPORTANT DEFINITIONS BEFORE BEGINNING THE QUESTIONNAIRE

BOOK - Includes monographs and any other items treated as books. This category also includes serial publications which appear annually or less frequently, e.g., annual reviews and other similar publications.

"BY OR FOR LIBRARY STAFF" - As in, "... photocopying done by or for library staff in response to a user's request." Photocopying is done by a library staff member when he or she actually does the copying. Copying is done for the staff member when he or she has someone outside the library (e.g., within the library's parent organization) do the copying which is requested by a user.

COIN-OPERATED - A type of photocopying machine which operates when an appropriate amount of money (nickles, dimes, etc.) is inserted. Some coin-operated machines have a "bypass key" which allows library staff to make copies without inserting coins.

COMPUTER SEARCHING - Using a computer terminal, punched cards, or other means of interacting with a computer in order to instruct it to search one or more data bases to find documents, information, or data.

COPYRIGHT CLEARANCE CENTER (CCC) - An organization which functions as an intermediary between participating publishers and libraries for the purposes of reporting relevant photocopying activity and collecting and distributing copying fees.

IMPRESSION - A unit of measurement of the output of photocopying. An "impression" is normally defined as a page of paper produced by a photocopying machine when an item is being copied.

INTERLIBRARY LOAN - The practice of exchanging original or photocopied library materials among libraries, usually done because a library does not have an item in its collection when it is requested by a user. Sometimes the "lending" library charges a fee to help recover its costs.

LIBRARY MATERIALS - Materials from a library's collection such as books, periodicals, reports, etc. Does not include items such as the library's own memoranda, correspondence, card catalog, letters, and other internal or financial documents which are not a part of the collection.

PARENT ORGANIZATIONS - The organization of which the library is a part, e.g., a county government, college or college department, Federal agency, company, etc.

PHOTOCOPYING MACHINE - Paper-to-paper copying machines used to make duplicate copies of paper originals, such as Xerox, Olivetti, and IBM copiers. Also includes "high speed" photocopying machines which quickly produce copies on paper from paper or microform originals. Excludes microform cameras or duplicators, microform readers/printers, and facsimile transmission devices.

"REGULARLY" - A term describing the frequency of photocopying. As used in this questionnaire, the term "regularly" should be interpreted to mean "at least once per week."

SERIAL - A publication issued in successive parts bearing numerical or chronological designations, which is designated to be continued indefinitely and which may be identified by an ISSN (International Standard Serial Number). Serials include periodicals, newspapers, and the journals, memoirs, proceedings, transactions, etc., of societies. Serials are subject to subscription prices paid in advance. (This eliminates publications that appear annually or less frequently.)

USER - An individual, other than a library staff member, who interacts with the library's staff, materials, facilities, or services, either in person or by telephone, mail, or other means.

ID Number: _____

A. DESCRIPTION OF YOUR LIBRARY

1. Which of the following categories best describes your library or library system? *(CIRCLE 1, 2, OR 3)*

   A single library (e.g., a library without physically separate branches) 1

   A library system with two or more physically separate branches which are under central financial or managerial control 2

   Other (please describe) _____

   _____

   _____ 3

2. How many physically separate library facilities (e.g., central library plus branch or departmental libraries) are in your system? *(INSERT NUMBER IN SPACE, "1" IF YOUR LIBRARY IS A SINGLE INDEPENDENT LIBRARY. PUBLIC LIBRARIES: PLEASE DO NOT COUNT BOOKMOBILES AS SEPARATE BRANCHES.)*

   _____

3. Is the number you reported in # 2 above the same as it was as of September 1, 1976? *(CIRCLE APPROPRIATE CODE NUMBER)*

   Yes 1

   Our library was started after September 1, 1976 2

   No, we have gained libraries since September 1, 1976 3

   No, we have lost libraries since September 1, 1976 4

   No (other-describe): _____

   _____ _____ 5

   If you responded "no" to the above question, please identify below the names and numbers of libraries involved:

   _____

   _____

   _____

   _____

4. Which of the categories below best describes your library's parent organization? *(CIRCLE APPROPRIATE CODE NUMBER)*

   Agency of the U.S. government (Legislative, Executive, Judicial branch, or Independent Agency) 1

   Commercial or for-profit organization 2

   College or university (public) 3

   College or university (private) 4

   State, County, or Local Government 5

   Other non-profit or not-for-profit organization 6

   Other (describe): _____

   _____ 7

5. Is your library or its parent organization currently a member of the Copyright Clearance Center? *(CIRCLE 1, 2, OR 3)*

Yes 1

No 2

Don't Know 3

Please explain if "no":

_____

_____

_____

_____

6. Please circle the code number of the category which best describes the largest group of users served by your library:

General public 01

Students (any level) 02

Teachers, professors, instructors 03

Scientists, engineers, researchers, technicians 04

Medical or health care personnel 05

Legal personnel 06

State or local government employees 07

Federal government employees 08

Executives, business persons, other professionals 09

Other (describe): _____

_____ 10

7. Does your library or library system currently belong to any library network or consortia where one of the features of membership is the provision of special interlibrary borrowing procedures, e.g., reduced rates for interlibrary loan, automated transmission of requests, delivery service, etc.? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

If "yes", please describe the special services provided by this/these library network(s):

_____

_____

_____

_____

_____

8. Does your library or library system currently belong to any library network or consortia where one of the features of membership is coordination of collection development activities, e.g., identification of libraries with subject specialties, coordinated serial retention policies, elimination of subscription overlap, etc.? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

If "yes", please describe the special services provided by this/these library network(s):

_____

_____

_____

_____

9. Does your library or library system currently have one or more photocopy machines within the library facilities? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

10. Do members of your library staff regularly (at least once per week) make or obtain photocopies of library materials in response to users' requests? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

IF YOUR RESPONSE TO BOTH #9 AND #10 IS "NO", PLEASE RETURN THIS QUESTIONNAIRE IN THE ENCLOSED ENVELOPE WITHOUT FILLING OUT THE REMAINING SECTIONS. THANK YOU!

B. LIBRARY COLLECTION AND EXPENDITURES, BOOKS AND SERIALS, 1976 AND 1980

THE PURPOSE OF THIS SECTION IS TO OBTAIN A DESCRIPTION OF YOUR LIBRARY'S BOOK AND SERIAL COLLECTION AND EXPENDITURES IN 1976 AND 1980. PLEASE ROUND NUMBERS TO THE NEAREST HUNDRED. ESTIMATES ARE ACCEPTABLE. IF DATA OR ESTIMATES ARE UNAVAILABLE, USE "DK" FOR "DON'T KNOW." IF YOUR LIBRARY HAS NO BOOKS OR DID NOT EXIST IN 1976, USE "NA" FOR "NOT APPLICABLE."

11. Please report the number of books in your collection, the number of books added, and the total dollar expenditure for book purchases in 1976 and 1980:

	1976	1980
a) Number of books in collection	_____	_____
b) Number of books added	_____	_____
c) Expenditures for book purchases	$_____	$_____

12. Please report the number of serial titles received, the total number of serial subscriptions, and the total dollar expenditures for all serial subscriptions for 1976 and 1980:

	1976	1980
a) Serial titles received	_____	_____
b) Serial subscriptions received	_____	_____
c) Subscription expenditures	$_____	$_____

C. LIBRARY PHOTOCOPYING

13. How many photocopying machines are physically located in your library or in the libraries in your library system? Please report this number for 1976 and 1980, subdividing it by the categories of machines given below. Also, for the machines reported for 1980 (if any), please indicate how many have a "warning of copyright" posted on or near the machine which informs library users that photocopying of copyrighted materials is governed by applicable laws. *(INSERT NUMBERS IN SPACES, USING "0" TO INDICATE "NONE." USE "NA" IF YOUR LIBRARY DID NOT EXIST IN 1976.)*

Category of Machine	Number of Machines in 1976	Number of Machines in 1980	Machines in 1980 with Copyright Warning
a) Machines which are operated only by library staff			
b) Machines which are used both by library staff and library users			
c) Machines which are used only by library users			
d) Total (a) + (b) + (c)			

14. Of the total number of machines reported in (d) in the previous question, how many are coin-operated? *(USE "0" TO INDICATE "NONE." USE "NA" IF THE TOTAL IN (d) IS "0" or "NA.")*

	Number of Machines in 1976	Number of Machines in 1980	Machines in 1980 with Copyright Warning
a) Number of machines from (d) above which are coin-operated			

15. Using the same three categories of photocopying machines as above, please indicate the approximate number of impressions made (i.e., pages produced) in 1976 and 1980, if available. Please report photocopying of library materials as well as photocopying of other materials. Estimates are acceptable. Use "DK" to indicate if data or estimates are unavailable.

Category of Machine	Impressions Made in 1976	Impressions Made in 1980
a) Machines which are operated only by library staff		
b) Machines which are used both by library staff and library users		
c) Machines which are used only by library users		
d) Total (a) + (b) + (c)		

16. Please indicate the number of impressions on coin-operated machines in 1976 and 1980:

	Impressions Made in 1976	Impressions Made in 1980
a) Number of impressions from (d) above made on coin-operated machines		

17. Are there any photocopying machines located elsewhere within your library's parent organization which are within walking distance of your library (e.g., down the hall, or another floor, within a building close by, etc.)? *(CIRCLE 1, 2, OR 3. CIRCLE 4 IF YOUR LIBRARY DOES NOT HAVE A PARENT ORGANIZATION.)*

Yes 1

No 2

Don't Know 3

Not Applicable 4

18. How many photocopying machines (if any) are located outside your library or the libraries in your system which are used regularly (at least once per week) by or for your library's staff for making copies of library materials? *(EXCLUDE COPYING DONE IN RESPONSE TO INTERLIBRARY LOAN REQUESTS WHICH YOU SEND TO OTHER LIBRARIES. INSERT NUMBER IN SPACE, ZERO IF NONE. USE "DK" FOR "DON'T KNOW.")*

_____

19. Does your library or library system operate a "photocopying service" for library users? By "photocopying service" is meant that, at least once per week, photocopies of library materials are made by or for your library's staff in response to library users' requests. *(CIRCLE 1 OR 2. PLEASE EXCLUDE PHOTOCOPYING DONE IN RESPONSE TO INTERLIBRARY LOAN REQUESTS.)*

Yes . . . . . 1 *(CONTINUE WITH #20)*

No . . . . . 2 *(SKIP TO #22)*

20. Does your library permanently assign specific staff members on a full-time or part-time basis to provide this photocopying service? *(CIRCLE 1 OR 2)*

Yes 1

No 2

21. Approximately what percent of photocopying done by or for your library staff involves the copying of library materials, as opposed to internal library business documents, correspondence, and the users' own personal documents? (a + b should total 100%)

	Percent of Photocopying Devoted to Library Materials
a) Copying of library materials	_____ %
b) Copying of other materials	_____ %

22. Does your library have any rules or policies restricting the amount or type of photocopying done in the library? *(CIRCLE 1 OR 2 FOR EACH CATEGORY)*

Restriction Category	Yes	No
a) Restrictions on the length of items copied	1	2
b) Restrictions on the number of copies made from individual items	1	2
c) Restrictions on the types of materials which can be copied	1	2
d) Restrictions concerning the type of users who can copy or obtain copies	1	2
e) Restrictions based on whether or not copyrighted items can be copied	1	2
f) Other (describe): _____ _____	1	2

22. (Cont'd)

Restriction Category	Yes	No
g) Other (describe): _____		
_____	1	2
h) Other (describe): _____		
_____	1	2

If you answered "yes" to any of the above categories, please explain below. Use additional sheets if necessary.

D. CHARGES FOR LIBRARY PHOTOCOPYING

23. Excluding any payments received for interlibrary loan service, does your library ever charge your users or their employers or departments for photocopying? *(CIRCLE APPROPRIATE CODE NUMBER)*

a) Yes - for copying done by the users themselves (e.g., on coin-operated machines) — 1 *(CONTINUE WITH #24)*

b) Yes - for copying done by or for library staff in response to users' requests — 2 *(CONTINUE WITH #24)*

c) Both (a) and (b) — 3 *(CONTINUE WITH #24)*

d) No, this library does not charge users or their employers or departments for copying — 4 *(SKIP TO SECTION E)*

24. Please indicate, for 1976 and 1980, how much your users or their employers or departments were charged for any photocopying. Also, for 1980 only, please indicate how much of this amount was retained by your library for its own use as opposed to, for example, its being transferred to your parent organization. *(PLEASE ROUND TO NEAREST DOLLAR. ESTIMATES ARE ACCEPTABLE. IF DATA OR ESTIMATES ARE UNAVAILABLE, USE "DK." USE "0" TO INDICATE "ZERO" AND "NA" TO INDICATE "NOT APPLICABLE.")*

Payment Category	1976	1980	Amount for 1980 retained by library
a) Payments by users or their employers or departments for copying they do themselves	$_____	$_____	$_____
b) Payment for photocopying done by or for library staff in response to users' requests	$_____	$_____	$_____
c) Other (describe): _____ _____ _____ . . .	$_____	$_____	$_____
d) Total (a) + (b) + (c)	$_____	$_____	$_____

E. RESERVE OPERATION

25. Does your library have a "reserve room" or "reserve operation" in which photocopies of library or other materials are stored in one location for borrowing or use by library users? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No . . . . . 2 *(SKIP TO SECTION F)*

26. Is there a maximum time limit beyond which your reserve operation will not retain a photocopy? *(CIRCLE 1 OR 2)*

Yes 1

No 2

If "yes", what is this maximum time limit? *(INSERT NUMBER OF MONTHS IN SPACE PROVIDED.)* . . . . . _____ Months

27. During 1980, approximately what was the maximum number of photocopies which were on reserve at any one time? *(INSERT NUMBER IN SPACE. CONSIDER A PHOTOCOPY TO BE AN INDIVIDUAL COPY FROM A BOOK, SERIAL, OR OTHER SOURCE. FOR EXAMPLE, COUNT 5 COPIES FROM ONE JOURNAL ARTICLE AS 5 SEPARATE PHOTOCOPIES. IF NECESSARY, PLEASE GIVE AN ESTIMATE OF THIS NUMBER.)* _____

28. On the average, approximately what percent of the photocopies in your library's reserve collection are made from original materials in your library's collection? *(PLEASE INSERT NUMBER IN SPACE. ZERO (0) IF NONE. ESTIMATES ARE ACCEPTABLE. USE "DK" IF DATA OR ESTIMATES ARE NOT AVAILABLE.)* _____%

29. On the average, approximately what percent of the photocopies in your library's reserve collection are made by members of your library's staff? *(PLEASE INSERT NUMBER IN SPACE. ZERO (0) IF NONE. ESTIMATES ARE ACCEPTABLE. USE "DK" IF DATA OR ESTIMATES ARE NOT AVAILABLE.)* _____%

30. Has the new Copyright Law, which went into effect on January 1, 1978, had any effect on your library's policies and/or procedures concerning your reserve operations? *(CIRCLE 1, 2, OR 3)*

Yes 1

No 2

Don't Know 3

If "yes", please describe, using additional sheets if necessary: _____

F. PERMISSION REQUESTS

31. During 1980, did your library at any time request permission from Copyright owners to make photocopies of copyrighted materials? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 *(CONTINUE WITH #32)*

No . . . . . 2 *(SKIP TO #34)*

32. Approximately how many requests for permission to photocopy did your library make during 1980? And what was the disposition of these requests? *(A "REQUEST" IS MEASURED IN TERMS OF THE NUMBER OF ITEMS FOR WHICH PHOTOCOPYING PERMISSION WAS SOUGHT, e.g., AN ARTICLE FROM A JOURNAL, A CHAPTER FROM A BOOK, ETC. INSERT NUMBER IN SPACE, ZERO (0) IF NONE. USE "DK" IF DATA OR ESTIMATES ARE UNAVAILABLE.)*

a) Number of requests made . . . . . _____

b) Number of permissions received . . . . . _____

c) Number of permissions denied . . . . . _____

d) No response received or response still pending . . . . _____

33. Approximately what percent of the photocopying permission requests *MADE BY YOUR LIBRARY* are made in connection with your library's reserve operation? *(INSERT PERCENT IN SPACE, ZERO (0) IF NONE. INSERT "NA" IF YOUR LIBRARY DOES NOT HAVE A RESERVE OPERATION.)* . . . . . _____%

34. Has the new Copyright Law, which went into effect on January 1, 1978, had any effect on your library's policies and/or procedures concerning photocopying permission requests? *(CIRCLE 1, 2, OR 3)*

Yes 1

No 2

Don't Know 3

If "yes", please describe, using additional sheets if necessary: _____

G. PHOTOCOPYING ROYALTY PAYMENTS

35. In 1980, did your library or its parent organization pay any royalty payments or copying fees to copyright users, publishers, or their agents (e.g., Copyright Clearance Center) for photocopying which was done by or for your library's staff, or for inter-library loan requests? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 *(CONTINUE WITH #36)*

No . . . . . 2 *(SKIP TO SECTION H)*

36. What was the total dollar amount of the royalty payments or copying fees paid in 1980? Please break down this figure into the following categories, using zero (0) to indicate none. Please round to nearest dollar.

a) Amount paid through the Copyright Clearance Center (CCC) $_____

b) Amount paid to individual publishers or copyright owners $_____

c) Other (describe): _____

_____ $_____

d) Total (a) + (b) + (c) . . . . . $_____

H. INTERLIBRARY LOAN REQUESTS RECEIVED BY YOUR LIBRARY

37. Did other libraries or library systems request or borrow any items from your library in 1980? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 *(CONTINUE WITH #38)*

No . . . . . 2 *(SKIP TO #39)*

38. Please record the number of these requests and their disposition in 1980; use "0" to indicate "none" and "DK" to indicate if data are not available:

	Type of Request	Number of Requests Received	Number of Requests Filled in Response to Requests Received: Original	Photocopy
a)	Book	_____	_____	_____
b)	Serial	_____	_____	_____
c)	Other	_____	_____	_____
d)	Total (a) + (b) + (c)	_____	_____	_____

39. To the best of your knowledge, did your library ever refuse to fill other libraries' requests to your library on the grounds that filling these requests would violate applicable copyright laws or copyright guidelines? *(CIRCLE 1, 2, OR 3)*

Yes 1

No 2

Don't Know 3

If "yes", please explain, using additional sheets if necessary: _____

_____

_____

_____

I. INTERLIBRARY LOAN REQUESTS MADE BY YOUR LIBRARY

40. Did your library request or borrow any items from other libraries or library systems in 1980?

Yes . . . . . 1 *(CONTINUE WITH #41)*

No . . . . . 2 *(SKIP TO #42)*

41. Please record the number of these requests and their disposition in 1980:

	Type of Request	Number of Items Requested	Number of Items Received in Response to these Requests: Original	Photocopy
a)	Book	_____	_____	_____
b)	Serial	_____	_____	_____
c)	Other	_____	_____	_____
d)	Total (a) + (b) + (c)	_____	_____	_____

42. To the best of your knowledge, did your library refuse to forward any users' requests to other libraries on the grounds these requests would violate applicable copyright laws or copyright guidelines? *(CIRCLE 1, 2, OR 3)*

Yes 1

No 2

Don't Know 3

If "yes", please explain, using additional sheets if necessary: _____

_____

_____

_____

43. For each category given below, please indicate the type of records which your library maintains on the interlibrary loan requests your library transmits to other libraries. *(CIRCLE 1 OR 2 FOR EACH CATEGORY)*

	Category	Yes	No
a)	Copies of the interlibrary loan forms are retained for three or more years after the request was transmitted	1	2
b)	Copies of the interlibrary loan forms are retained for less than three years but for at least one year after the request was transmitted	1	2
c)	Copies of the interlibrary loan forms are retained for less than one year after the request was transmitted	1	2
d)	Counts of the number of times articles or portions of articles are requested from individual serial titles	1	2
e)	Other (describe): _____ _____ _____ _____ . . .	1	2

J. COMPUTERIZED BIBLIOGRAPHIC DATA BASES

44. Did your library staff conduct any searches of computerized bibliographic data bases during 1980? (By "conduct" we mean that your staff either performed online searches via computer terminals or prepared search statements for "batch" searches of bibliographic data bases. By "bibliographic" we mean data bases which provide descriptions of documents such as books, articles, and reports.)

Yes . . . . . 1 No 2
(SKIP TO SECTION K)

45. How many searches of bibliographic data bases did your library conduct in 1980? *(COUNT "SEARCHES" IN TERMS OF THE NUMBER OF INFORMATION REQUESTS WHICH RESULTED IN SEARCHES BEING CONDUCTED, RATHER THAN IN TERMS OF THE AMOUNT OF ONLINE TIME OR THE NUMBER OF DESCRIPTORS, SEARCH STATEMENTS, OR DATA BASES USED.)* . . . . . _____

46. Did your library perform any online ordering of documents during 1980? (By "online ordering" we mean that you used a service which some search systems offer to purchase a copy of a document whose citation is retrieved during the course of an online search session.)

Yes . . . . . 1 No 2
(SKIP TO SECTION K)

47. Approximately how many documents did your library order via online ordering in 1980? *(INSERT NUMBER IN SPACE: USE "DK" IF DATA OR ESTIMATES ARE UNAVAILABLE.)* . . . _____

K. COPYING OF AUDIOVISUAL MATERIALS

48. During 1980, did your library make any off-the-air recordings of television news broadcasts as a permanent part of your library's collection? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

49. During 1980, did your library make for its permanent collection any disc-to-tape or tape-to-tape sound recordings of material which had been previously recorded outside your library on disc or tape? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 No 2

L. USE OF COMMERCIAL COPYING OR DOCUMENT DELIVERY SERVICES

50. During 1980, did your library use the services of any commercial copying or document delivery services to obtain copies of serial (e.g., journal or magazine) articles? *(PLEASE EXCLUDE COMPUTERIZED ONLINE ORDERING SERVICES FROM YOUR RESPONSE. EXAMPLES OF COMMERCIAL COPYING OR DOCUMENT DELIVERY SERVICES ARE ISI's OATS AND UNIVERSITY MICROFILMS. CIRCLE 1 OR 2.)*

Yes . . . . . 1 No 2
(CONTINUE WITH #51) *(SKIP TO SECTION M)*

51. Approximately how many photocopies of serial articles did your library obtain during 1980 from these commercial copying services? *(INSERT NUMBER IN SPACE; USE "DK" TO INDICATE IF NUMBER OR ESTIMATE IS NOT AVAILABLE.)* . . . . . _____

52. Approximately how much did your library *PAY* for these copies in 1980? *(INSERT DOLLAR FIGURE IN SPACE, ROUNDING TO NEAREST DOLLAR. USE "DK" TO INDICATE IF DATA OR ESTIMATE ARE NOT AVAILABLE.)* . . . . . $_____

M. USER ACCESS

53. Are there certain categories of individuals who are usually not permitted to use all or part of your library's collection? *(CIRCLE 1 OR 2)*

Yes . . . . . 1 *(CONTINUE WITH #54)*

No . . . . . 2 *(SKIP TO #55)*

54. Which of the following categories of individuals are usually not permitted to use all or part of your library's collection? *(CIRCLE 1 OR 2 FOR EACH CATEGORY)*

Category	Usually Permitted	Usually Not Permitted
a) High school students	1	2
b) Undergraduate students	1	2
c) Graduate students	1	2
d) Employees of competing or similar organizations	1	2
e) Children	1	2
f) General public	1	2
g) Other (describe): _____		
_____ . . .	1	2

55. THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. BEFORE RETURNING IT TO US, PLEASE READ THE "REQUEST FOR COOPERATION" WHICH FOLLOWS.

REQUEST FOR COOPERATION

Dear Colleague:

The purpose of this request is to ask for your organization's help in a second phase of the Library Survey for the copyright study. In the second phase we will ask a sample of libraries to monitor photocopying and interlibrary loan activities. For a period of approximately one week per library during 1981 (the actual number of days would depend on photocopying and interlibrary loan volume revealed in the Library Photocopying Survey questionnaire), participating libraries would fill out two kinds of forms:

1. An interlibrary loan (ILL) request log

2. A photocopying transaction log

The ILL Request Log will be filled out each time a request is made via ILL during the sampled time period. This log would include:

- o date of request
- o item requested (i.e., book, serial, or other)
- o publication date
- o reason for request
- o request filled or request refused
- o copyright notice on photocopy? (if applicable)

The Photocopying Transaction Log will be filled out each time a photocopy of library materials is made by library staff. The following items will be included on the log:

- o date
- c type of item (i.e., book, serial, or other)
- o publication date
- o type of requestor (student, employee, etc.)
- o number of copies being made
- o copyright notice on original?
- o library's interpretation of the Copyright Law in connection with this transaction

We will supply you with all necessary forms and with instructions on how to complete the logs.

We are asking you to volunteer some staff time to participate in this study. The data we need to collect cannot be collected without your organization's help. This is an important study which will help to determine the degree to which the rights of copyright owners and the rights of users of copyrighted materials are being balanced.

If you have any questions about participating in the second phase of this study, please call Dr. Dennis McDonald at (202) 861-0640.

Please indicate if your organization would be willing to participate in phase 2, the on-site monitoring, by checking the appropriate box below.

☐ Yes, we can participate in phase 2 of the copyright study. The name, title, and telephone number of our contact person are:

Name: _____

Title: _____

Telephone: _____

☐ No, we cannot participate in phase 2 of the copyright study for the following reasons:

_____

_____

_____

_____

Please return this form to: King Research, Inc.
P.O. Box 71
Rockville, MD 20850

Appendix B

LIBRARY PHOTOCOPYING SURVEY

PHASE TWO

Page	
B-1	Letter of transmittal sent to libraries from Phase One which agreed to cooperate in Phase Two.
B-2	Photocopying Transaction Log.
B-3	Photocopying Transaction Log - Library Assignment and Instructions.
B-9	Interlibrary Request Log.
B-10	Interlibrary Request Log - Library Assignment and Instructions.

King Research, Inc.
6000 Executive Boulevard, Rockville, Maryland 20852 (301) 881-6766

October 20, 1981

Dear Librarian:

Thank you for agreeing to participate in the second phase of the Library of Congress Copyright Office's "Library Photocopying Survey". As noted in the questionnaire which you already returned, this second phase involves the collection of original data on library staff photocopying and interlibrary loan requests involving library materials.

We have developed two forms for recording data on these activities: the Photocopying Transaction Log and the Interlibrary Request Log. Instructions and copies of the forms for your library are included with this letter. Please read these instructions carefully, make the appropriate staff assignments, and begin collecting data on November 2, 1981. We have enclosed two postage-paid return envelopes, one for returning your Photocopying Transaction Logs and one for returning your Interlibrary Request Logs. Return each set of Logs after they are completed as specified in the instruction manuals. Because this survey has been designed to collect data on seasonal variations in library photocopying, it is important that all cooperating libraries collect data during the specified time period. If you are unable to begin collecting data on November 2, 1981, please call Ms. Colleen Schell, Survey Director, at (301) 881-6766.

If you have any other questions about this study, which along with its companion Publisher and User surveys will help supply the Copyright Office and the Congress with information to review the copyright law, please call Ms. Schell at the above number.

We look forward to your continued cooperation in this important study.

Sincerely,

Dennis D. McDonald

Dennis D. McDonald, Ph.D.
Vice President, King Research, Inc.

Enclosures

cc: Christopher Meyer
General Counsel's Office

LIBRARY NUMBER	OFFICE USE ONLY	LIBRARY OF CONGRESS COPYRIGHT OFFICE PHOTOCOPYING TRANSACTION LOG	MONITOR'S INITIALS	KING RESEARCH, INC. P.O. BOX 71 ROCKVILLE, MD. 20850 (301) 881-6766

TRANSACTION NUMBER	TODAY'S DATE MO./DAY	TYPE OF SOURCE ITEM 1=Book 2=Serial 3=Other 4=Unknown	PUBLICATION YEAR Please Use Four Digits	NUMBER OF COPIES Please Use Three Digits	REQUESTOR 1=Student 2=Teacher 3=Employee 4=Other or Unknown	TRANSACTION TYPE 1=Local 2=ILL 3=Other or Unknown	COPYRIGHT NOTICE ON ORIGINAL? 1=Yes 2=No	COPYING STATUS 1=Sec. 107 ("Fair Use") 2=Sec. 108 or "Rule of 5" 3=Permission without payment 4=Payment made 5=Not Protected 6=Other or Unknown
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

B-2

COPYRIGHT OFFICE STATISTICAL SURVEYS
PHOTOCOPYING TRANSACTION LOG
LIBRARY ASSIGNMENT

These instructions are for:

1. Please begin filling out Photocopying Transaction Logs on September 8, 1981. Please call Ms. Colleen Schell (301-881-6766) or Dr. Dennis McDonald (202-393-2619) if you are unable to begin filling them out at that time.

2. ___ Photocopying Transaction Logs are assigned to your library. Please collect data on library staff photocopying of library materials for a period of 15 working days from the time you begin collecting data.

3. If you complete all of your assigned Photocopying Transaction Logs before 15 working days have elapsed, please fill out the bottom of this form and return it with the filled-out Logs to King Research. If 15 working days elapse and you have not completed all of your assigned Logs, please fill out the bottom of this form and return it with the filled-out and the blank Logs to King Research. (Please return these Logs according to the above time schedule - do not wait for the completion of your Interlibrary Request Logs.)

PLEASE DETACH AND RETURN WITH PHOTOCOPYING TRANSACTION LOGS

LIBRARY NUMBER (from mailing label)	Return Logs with this form to: King Research, Inc. P. O. Box 71 Rockville, MD 20850

Please supply the following data:

_____: Number of completed Photocopying Transaction Logs

_____: Total number of transactions recorded on these Logs

_____: Start date

_____: End date

_____: Total number of working days (up to 15) it took to fill out these Logs

_____: Total number of working days the library is open during the year

KING RESEARCH, INC.
P. O. BOX 71
ROCKVILLE, MD. 20850
(301) 881-6766

COPYRIGHT OFFICE STATISTICAL SURVEYS
PHOTOCOPYING TRANSACTION LOG
DETAILED INSTRUCTIONS

LIBRARY NUMBER - This is the identification number assigned by King Research to your library. It is used to uniquely identify each cooperating library. Your Monitor (the person who is monitoring data collection at your library) should make sure that each returned Photocopying Transaction Log has your assigned Library Number in the designated space.

OFFICE USE ONLY - King Research will assign a code number to each of the Photocopying Transaction Logs which you return.

MONITOR'S INITIALS - The assigned Monitor in your library should review and initial each Log before it is returned to make sure that it is filled out correctly.

TRANSACTION NUMBER - This number uniquely identifies each transaction. A TRANSACTION is an operation or series of operations in which photocopying is initiated and carried out. Each transaction involves a single SOURCE ITEM (see below).

TODAY'S DATE - Each transaction should be dated according to the date on which copying takes place. Use two digits with leading zeroes to code the date, e.g., code June 4 as "06 04".

TYPE OF SOURCE ITEM - A source item is any item from this or some other library's collection which is photocopied. Insert the appropriate code number in the box for each transaction. Remember ... report only the photocopying of materials from the library's or some other library's collection.

1 = BOOK

Includes monographs and any other items treated as books. This category also includes serial publications which appear annually or less frequently, e.g., annual reviews and other similar publications.

2 = SERIAL

A publication issued in successive parts bearing numerical or chronological designations, which is intended to be continued indefinitely and which may be identified by an ISSN (International Standard Serial Number). Serials include periodicals, newspapers, and the journals, memoirs, proceedings, transactions, etc., of societies. Serials are subject to subscription prices paid in advance. (This eliminates publications that appear annually or less frequently.) Include here the copying of loose issues, bound volumes, and individual articles.

3 = OTHER

Use this code for any other library item not classifiable in any of the above categories (e.g., sheet music, photographs, or maps).

4 = UNKNOWN

Use this code for any library item where you cannot distinguish the type of source item, for example, when you are photocopying loose pages and cannot tell whether the pages came from a book or a serial.

PUBLICATION YEAR - The most recent publication, copyright, or edition year which is mentioned in the Source Item. If no Publication year is mentioned, code "9999".

NUMBER OF COPIES - This is the number of copies made from the Source Item. A "copy" may be a duplicate of one or more pages from a book, serial, or other type of Source Item. Code with leading zeroes, e.g., code one copy as "001". Code "000" if no copies are made.

REQUESTOR - An individual or library responsible for initiating a transaction which may result in the photocopying of library material. Insert appropriate code in box.

1 = STUDENT

A full- or part-time student in any educational institution.

2 = TEACHER

A teacher, professor, or instructor employed by any educational institution.

3 = EMPLOYEE

An employee of the PARENT ORGANIZATION in which your library is situated. Teachers employed by the PARENT ORGANIZATION* should be coded as a "Teacher," all other employees as an "Employee."

4 = OTHER OR UNKNOWN

Use this code for a requestor which can't be classified into any of the first three categories, e.g., a library outside the libraries in your own library system. Also use this code if the type of requestor is unknown to you.

---

*This is the organization (e.g., company, university, university department, etc.) in which your library is located.

TRANSACTION TYPE - Refers to the method by which the request is transmitted to your library. A LOCAL (Code=1) transaction involves a requestor from your library or from another local library in your system. ILL stands for INTERLIBRARY LOAN (Code=2), a request transmitted to you from another library outside your library system or parent organization. Also use this code for photocopying done for other libraries in your system which are geographically separate from yours but which are under central financial or managerial control, e.g., libraries in other cities at branch locations of your company or agency. Use "3" for OTHER OR UNKNOWN, a transaction type which can be classified into neither of the first two categories.

COPYRIGHT NOTICE ON ORIGINAL - Code "1" if "yes" and "2" if "no". Check to see if the words "copyright," "copr." or the symbol © appear, either in the front of the book or the front or the back of the first page of the item being copied, or anywhere else on the item being copied.

COPYING STATUS

PLEASE NOTE: The "copying status" column on the questionnaire should be reviewed by a professional in your organization with some familiarity with copyright issues. If you have questions about the legal interpretation of these instructions, please call King Research and we will forward these questions to the Copyright Office.

This question refers to your library's policy governing its photocopying of copyrighted materials.

1 = Section 107 ("Fair Use"). Refers to Section 107 of the Copyright Law, Title 17 of the United States Code, which includes as "fair use" certain copying for the purposes of criticism, comment, news reporting, scholarship, research, and the like. Whether a given use is fair depends, among other things, upon

- -- the purpose and character of the use, including whether it is of a commercial nature or for non-profit educational purposes,
- -- the nature of the copyrighted work which is copied,
- -- the relationship between the length and substantiality of the copy as compared with the original, and
- -- the effect on the potential market for or value of the copyrighted work which is copied.

Two sets of guidelines have been adopted which attempt to quantify the admittedly unspecific language of Section 107. They include the "classroom guidelines" (covering single copying for teachers and certain multiple copying for classroom use) and the "music guidelines" (covering the copying of certain music). PLEASE NOTE: THE CONTU (INTERLIBRARY LOAN) GUIDELINES AND THEIR "RULE" OF FIVE ARE DESIGNED TO CLARIFY SECTION 108, AND NOT THE "FAIR USE" SECTION PERTINENT HERE.

You should insert "1" in the box in the "copying status" column if you take the position that this transaction amounts to "fair use."

2 = Section 108 (Library and Archival Photocopying) and the CONTU Guidelines (The "rule" of five). Refers to Section 108 of the Copyright Law, Title 17 of the United States Code, which permits certain libraries and archives to make certain photocopies and other reproductions which might otherwise be infringements of copyright. Such copying includes:

1) the copying for preservation or deposit in another library or archives of unpublished works,

2) the copying for replacement of otherwise unavailable works, the previously held copy of which has been damaged, lost, stolen, or is deteriorating,

3) the preparation of a copy of a periodical article which becomes the property of the requesting patron,

4) the copying of a complete out-of-print work for a patron's private scholarship or research, when the copy becomes the property of the requesting patron,

5) the copying of certain television news programs, and

6) interlibrary loan copying that does not amount to a substitution for the subscription to or purchase of the work. (This standard is the subject of the CONTU Guidelines).

You should insert "2" in the box in the "copying status" column if you take the position that this transaction is authorized by Section 108 and/or the CONTU Guidelines.

3 = Permission Without Payment. Refers to those instances in which your library has received without charge either blanket permission or specific permission from the copyright owner to make the copy in question.

You should insert "3" in the box in the "copying status" column if you have permission from the copyright owner to make, without payment, the copy involved in this transaction.

4 = Payment Made. Refers to copies made where you have paid for permissions, whether in advance, as part of a blanket or specific permissions request, or after the fact, as by payment to the Copyright Clearance Center, Inc., or other rights-clearing entity.

You should enter "4" in the box in the "copying status" column if your library paid the copyright owner, whether directly or indirectly (e.g., via the Copyright Clearance Center), whether before or after the fact, for permission to photocopy.

5 = Not Protected. Enter "5" if your library takes the position that this item is not protected by copyright.

6 = Other or Unknown.

You should enter "6" in the box in the "copying status" column if none of the above applies or it is impossible to determine the copying status of the item.

LIBRARY NUMBER

FORM NUMBER

LIBRARY OF CONGRESS
COPYRIGHT OFFICE
INTERLIBRARY REQUEST LOG

King Research, Inc.
P. O. Box 71
Rockville, Md. 20850

A. DATE OF REQUEST

Month

Day

B. ITEM REQUESTED

Book..... 1
Serial..... 2
Other..... 3
Unknown..... 4

C. PUBLICATION YEAR

D. REQUEST REFUSED?

Yes..... 1
No..... 2

E. REASON FOR REFUSAL:

CONTU'S "5-copy" Guideline..... 1
Other (describe):
_____
_____.. 2

F. REQUEST WAS SENT TO LIBRARY:

In system..... 1
Outside system..... 2

G. TYPE OF REQUESTOR:

Student..... 1
Teacher..... 2
Employee.... 3
Other or Unknown.... 4

H. REASON FOR REQUEST:

Replacement..... 1
School-related.... 2
Job-related..... 3
Other or Unknown..... 4

I. WAS REQUEST FILLED?

Yes, with original..... 1
Yes, with photocopy..... 2
No, not filled..... 3

J. COPYRIGHT NOTICE ON PHOTOCOPY?

Copy of original notice..... 1
Notice supplied by filling library. 2
Both of the above..... 3
Neither of the above..... 4

INTERLIBRARY REQUEST LOG

COPYRIGHT OFFICE STATISTICAL SURVEYS
INTERLIBRARY REQUEST LOG
LIBRARY ASSIGNMENT

These instructions are for: _____

1. Please begin filling out the Interlibrary Request Logs on November 2, 1981. Please call Ms. Colleen Schell (301-881-6766) or Dr. Dennis McDonald (202-393-2619) if you are unable to begin filling them out at that time.

2. ___ Interlibrary Request Logs are assigned to your library. Please fill out the Logs for the requests which you transmit to other libraries during a period of 15 working days from the time you begin collecting data. Please wait up to 15 more working days before returning the Logs to King Research so that you have an opportunity to receive responses to the requests initiated during the first 15 working days.

3. After you have received responses to all the requests made during the first 15 days (or after 15 more working days after this, whichever comes first), fill out and return the form below with all Logs for filled and unfilled requests and remaining blank Logs to King Research.

PLEASE DETACH AND RETURN WITH INTERLIBRARY REQUEST LOGS

LIBRARY NUMBER (from mailing label)

Return Logs with this form to:
King Research, Inc, P. O. Box 71 Rockville, MD 20850

Please supply the following data:

_____: Number of completed Interlibrary Request Logs

_____: Start date

_____: End date

_____: Total number of working days (up to 15) it took to initially fill out these Logs

_____: Total number of working days the library is open during the year

King Research, Inc.
P. O. Box 71
Rockville, Md. 20850
(301) 881-6766

COPYRIGHT OFFICE STATISTICAL SURVEYS
INTERLIBRARY REQUEST LOG
DETAILED INSTRUCTIONS

GENERAL INSTRUCTIONS - Fill this form out each time your library requests an item from another library via interlibrary loan, whether you request this via mail (e.g., using a standard interlibrary loan form) or by telephone. Also include as an interlibrary loan request any requests transmitted to libraries within your own system which are geographically separate from yours, but still under central financial or managerial control, e.g., libraries located in other cities within branch offices of your parent company or agency. Please fill out the date (month and day, item A) and items B through E whether or not you actually forward the request to another library, since one of the purposes of the form is to count the number of items your library "refuses" or is unable to forward a request. You should fill out items E through J for all items actually requested. Items F, G, & H should be filled out when you make the request, and items I & J should be filled out when you receive a response to your request. Retain the form in your files for your assigned data collection period, then return all forms to King Research. If the first library to which you submit your request cannot fill your request and you decide to re-submit your request to another library, wait until you receive a response from the second library to fill out items I & J.

You should supply your responses either by filling in a blank (e.g., as in item C) or by circling the appropriate code number (e.g., as in item H).

LIBRARY NUMBER - We will supply this number.

FORM NUMBER - We will supply this number.

A. DATE OF REQUEST - Fill in the month using two digits for each, e.g.:

May 31 = 05 31
July 3 = 07 03

B. ITEM REQUESTED - Circle the appropriate code number for the item, using the following definitions:

BOOK - Includes monographs and any other items treated as books. This category also includes serial publications which appear annually or less frequently, e.g., annual reviews and other similar publications.

SERIAL - A publication issued in successive parts bearing numerical or chronological designations, which is intended to be continued indefinitely and which may be identified by an ISSN (International Standard Serial Number). Serials include periodicals, newspapers, and the journals, memoirs, proceedings, transactions, etc., of societies. Serials are subject to subscription prices paid in

advance. (This eliminates publications that appear annually or less frequently.) Include here the copying of loose issues, bound volumes, and individual articles.

OTHER - Use this code for any other library item not classifiable in any of the above categories (e.g., sheet music, photographs, or maps).

UNKNOWN - Use this code for any library item where you can't distinguish the type of source item.

C. PUBLICATION YEAR - Insert the item's publication year. If publication year is unknown, code "9999."

D. DID YOU REFUSE THE REQUEST - i.e., did your library, for <u>any</u> reason, refuse to forward the request? Circle "1" for "yes" and "2" for "no."

E. REASON FOR REFUSAL - Circle 1 if your reason for refusal was that the item exceeded the CONTU Interlibrary Loan Guideline's "Rule of 5"; Circle 2 for any other reason (e.g., the requestor was not qualified to make a request through your library). If you did <u>not</u> refuse to forward this request, then leave this question blank.

F. REQUEST WAS SENT TO LIBRARY - Circle <u>1</u> if the request was sent to a library within your own system but which is geographically distant from your own library. (Note: we define a library "system" as a group of libraries which are under a central financial or managerial control.) (Examples: corporate or centrally-managed government libraries which are geographically distributed throughout the country.) Circle <u>2</u> if the request was sent to a library in a system outside your own (e.g., another company, a different college or university, another public library system, etc.). NOTE: sending and receiving requests to other local branch libraries in a public library or local campus system should <u>not</u> be considered as an "interlibrary request" for the purposes of this study.

G. TYPE OF REQUESTOR - Circle the appropriate code number.

STUDENT - A full- or part-time student in <u>any</u> educational institution.

TEACHER - A teacher, professor, or instructor employed by <u>any</u> educational institution.

EMPLOYEE - An employee of the PARENT ORGANIZATION in which your library is situated. Teachers employed by the PARENT ORGANIZATION should be coded as a "Teacher," all other employees as an "Employee."

OTHER OR UNKNOWN - Use this code for a requestor which can't be classified into any of the first three categories, e.g., a library outside the libraries in your own library system. Also use this code if the type of requestor is unknown to you.

H. REASON FOR REQUEST - Circle the appropriate code number.

REPLACEMENT - This means you made the request for an item because an item owned by your library had been lost, stolen, or mutilated.

SCHOOL-RELATED - This means that the request was made in connection with any formal course of study conducted at your or any other organization.

JOB-RELATED - This means the item was requested in connection with someone's job, unless that job is teaching, in which case you would code the request as "school-related."

OTHER OR UNKNOWN - Any request which you cannot code in the above categories.

I. WAS REQUEST FILLED? - Circle appropriate code number.

YES, ORIGINAL - The request was filled, not with a photocopy but with an original item such as a book or journal issue.

YES, PHOTOCOPY - The request, of whatever type, was filled with a photocopy.

NO - The request was not filled. (If you re-submit requests which are not filled on the first try, wait until you receive a response from the second library to answer this question.)

J. COPYRIGHT NOTICE ON PHOTOCOPY - Fill this out if you received a photocopy. Circle "1" if the photocopy has on it a copy of the original notice of copyright as it appeared in the item which was photocopied. Circle "2" if a copyright notice or a copyright statement of some sort was supplied by the filling library, e.g., "...this item may be protected by copyright," or words to that effect. Circle "3" if both 1 and 2 apply, i.e., if both a copy of the original notice of copyright appears on the photocopy and a statement concerning copyright is supplied by the filling library. Circle "4" if neither 1 nor 2 apply.

Appendix C
PUBLISHER SURVEY

Page	
C-1	Letter of Transmittal supplied by Copyright Office.
C-5	Publisher Survey Questionnaire.
C-15	Special follow-up letter sent to non-responding publishers.

COPYRIGHT
OFFICE

LIBRARY
OF
CONGRESS

Washington
D.C.
20559

June 23, 1981

Dear Publisher:

This letter is being sent in the belief that because of a problem with the mails you never received a virtually identical letter dated May 12, 1981. If you did receive that letter, thank you for your cooperation; please discard this one. If you did not receive that letter, please read on. Thank you in advance for responding.

The Copyright Office, a department of the Library of Congress, is required by law to deliver a report to Congress concerning the extent to which a portion of the copyright law (17 U.S.C. § 108) strikes the proper balance, with respect to certain library activities, between the rights of the creators of copyrighted works and the needs of the users of such works. That report will deal primarily, but not exclusively, with library photocopying.

In 1978 the Register of Copyrights appointed an Advisory Committee of representatives of various interests concerned with issues which must be addressed in the report. Its members, and their organizational affiliations, are set out in the enclosure. The two most important recommendations made by the Committee have been adopted: that the Copyright Office hold hearings to take testimony about library photocopying and related issues and that an independent contract be let for the performance of several

statistical surveys. King Research, Inc., in conducting these surveys, is asking questions of 500 libraries, 450 publishers, and 1,000 users. You have been selected, by King Research, using random sampling techniques, to respond to the enclosed questionnaire, which is designed to be filled out by U.S. publishers of serials and/or books. This questionnaire requests data which will be used to describe conditions in the U.S. publishing industry now and before the passage of the new copyright law. A related questionnaire on library photocopying practices, sent earlier this year to public, academic, federal, and special libraries, has already generated a gratifyingly high response. The Copyright Office hopes that the response from the U.S. publishing community is similar.

I realize that answering all of the questions posed in the questionnaire may be somewhat burdensome. Please understand that only a high response rate to these surveys will ensure the validity and usefulness of this study and, ultimately, the Copyright Office report. Your cooperation is appreciated not only by the Library of Congress but also the members of the Advisory Committee, who repesent authors, publishers, libraries, and users.

All information contained in your completed questionnaire will be treated with the utmost regard for its confidentiality. At no time will the Copyright Office, the Library of Congress, the

members of the Advisory Committee, or the public have access to any datum which could be attributed to you or your organization. As soon as the data you supply have been tabulated by King Research all identifying material will be destroyed. Information regarding permissions procedures, business practices, revenue, and the like will be reported to Congress only in the aggregate, with no possibility of anyone else associating your response with your organization.

Please use the enclosed evelope to return the filled-out questionnaire by Friday, July 24, 1981. If you have any questions concerning any portion of the questionnaire, please contact Ms. Colleen Schell of King Research, Inc., at (301) 881-6766. Thank you very much for your cooperation in assisting the Library of Congress in its preparation of this important report to Congress.

Sincerely yours,

David Ladd
Register of Copyrights

Enclosures:

1. Advisory Committee Members
2. Questionnaire
3. Return envelope

Advisory Committee

Dr. James Barsky
President, Academic Press

Mr. Charles A. Butts
Houghton Mifflin Company
Chairman, Association of American Publishers Copyright Committee

Mr. Efren Gonzalez
Bristol-Myers Products
Chairman, Special Library Association Copyright Committee

Irwin Karp, Esq.
Authors League of America, Inc.

Mrs. Madeline Henderson
Chairman, American Chemical Society Copyright Committee

Dr. Rita Lerner
American Institute of Physics

Ms. Nancy Marshall
Associate Director, University of Wisconsin-Madison Libraries
Chairman, American Library Association Copyright Committee

Mr. Peyton Neal
Associate Editor, Bureau of National Affairs
Information Industry Association

Mr. August Steinhilber
Associate Executive Director,
National School Boards Association
Ad Hoc Committee on Copyright Law Revision

Dr. Alfred Sumberg
American Association of University Professors

LIBRARY OF CONGRESS COPYRIGHT OFFICE
PUBLISHER SURVEY

King Research Project No. 932[illegible]

I.D. Number:

INSTRUCTIONS

1. This questionnaire is being sent to U.S. publishers of books, scholarly journals, and other periodicals. Please check the address label below to make sure the address is correct. If not, please correct below:

2. Please give the name and telephone number of the person whom we can contact about this questionnaire in case we have any questions:

   _____

   _____

3. Unless specified otherwise, the questions in this questionnaire refer to the organization named on the address label, as well as to any publishing-related firms, subsidiaries, or departments which are under the named organization's central financial and managerial control. Also please include any predecessor organizations which may have been operated under a different name, management, or ownership.

4. This questionnaire is being addressed to book publishers as well as to publishers of serial publications such as magazines, journals, and newsletters. To accommodate the differences between these two groups, we have inserted several "skip patterns" throughout the questionnaire which will instruct you to skip a portion of the questions if they do not apply to you. This way, depending upon your publications, you can respond as a book publisher, as a publisher of serials, or as a publisher of both.

5. Several questions in this questionnaire refer to 1976 and 1980. If your organization does not operate on a calendar year basis, please report data for the fiscal or reporting years which ended in 1976 and 1980. For example, if your fiscal year runs October through September, for 1980 you would report data for the fiscal year ending September 1980.

6. Some of the questions request numerical responses, e.g., how many pages, how many dollars. If you do not maintain records, please supply an estimate, and put brackets [ ] around the estimate. If you are unable to supply an estimate, please follow the directions on the correct response which you should supply.

7. If you have any questions about this survey, please call Ms. Colleen Schell, survey director, at (301) 881-6766, or Dr. Dennis McDonald, project director, at (202) 393-2619.

8. *ALL RESPONSES ARE CONFIDENTIAL! NO ONE OTHER THAN INDIVIDUAL KING RESEARCH STAFF MEMBERS WILL HAVE ACCESS TO THE DATA PROVIDED BY INDIVIDUAL RESPONDENTS. ALL DATA WILL BE REPORTED IN AGGREGATED FORM SO THAT INDIVIDUAL RESPONDENTS CANNOT BE ASSOCIATED WITH SPECIFIC RESPONSES.*

9. *PLEASE READ THE DEFINITIONS ON THE NEXT PAGE BEFORE BEGINNING THE QUESTIONNAIRE.*

PLEASE READ THESE IMPORTANT DEFINITIONS BEFORE BEGINNING THIS QUESTIONNAIRE

BOOK - Includes monographs and any other items treated as books. This category also includes SERIAL publications which appear annually or less frequently, e.g., annual reviews and other similar publications.

COPYRIGHT CLEARANCE CENTER (CCC) - An organization which functions as an intermediary between participating publishers and libraries for the purpose of reporting relevant photocopying activity and collecting and distributing copying fees.

NOTICE OF COPYRIGHT - The "notice of copyright" is often a "C" with a circle around it © or the word (or abbreviation of) "copyright."

REQUESTS FOR PERMISSION - Your organization may receive requests from individuals or organizations for permission to use publications whose copyright you control. Questions on permission requests in this questionnaire apply only to requests which you receive from individuals or organizations to make photocopies of publications whose copyright you control.

PHOTOCOPYING - The use of paper-to-paper copying machines to make duplicate copies of paper originals, such as Xerox, Olivetti, and IBM copiers. Also includes the use of "high speed" photocopying machines which quickly produce copies on paper from paper or microform originals. This term does not include copying by means of microform cameras or duplicators, microform reader/printers, or facsimile transmission devices.

SERIAL - A publication issued in successive parts bearing numerical or chronological designations, which is designated to be continued indefinitely and which may be identified by an ISSN (International Standard Serial Number). Serials include periodicals, newspapers, and the journals, memoirs, proceedings, transactions, etc., of societies. Serials are subject to subscription prices paid in advance. (This eliminates publications that appear annually or less frequently.) In this questionnaire, Serials are divided into two categories:

1. SCHOLARLY, SCIENTIFIC, OR TECHNICAL JOURNALS - Serials which are published primarily for the use of scholarly, academic, scientific, professional, or technical groups. Rather than exclusively report news items or materials of a popular or entertaining type, such serials publish technical papers, research reports, or material of a scholarly nature. Some employ a "refereeing" system whereby submitted manuscripts are reviewed by a group of the submitting author's peers. Articles appearing in such journals are often written in a technical language or level of detail which is not familiar to a general reader. They may also publish news reports or accept advertising, but their primary function is to communicate original research findings and/or scholarly writing.

2. OTHER SERIALS - This category includes all other serials which are not classifiable in the above category of scholarly, scientific, or technical journals. Examples of "Other Serials" are newspapers, newsletters, general audience magazines and periodicals, trade magazines, magazines aimed at managers and executives, financial reporting services, abstracts, indexes, and regularly-published bibliographies.

YOUR ORGANIZATION - The organization named on the cover of this questionnaire, and any of the publishing-related firms, subsidiaries, or departments which are under the named organization's central financial and managerial control. If your organization's primary function is not publishing, but you do have an internal unit which does engage in publishing books and/or serials, this questionnaire should be forwarded to that internal unit.

BE SURE TO READ THE DEFINITIONS ON THE PRECEDING PAGE BEFORE BEGINNING THIS QUESTIONNAIRE.

1. How many employees in your organization and its subsidiaries devoted at least half their working time during 1980 to book- and/or serial-related activities? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE.)*

   Number of employees in 1980 . . . . . _____

2. Is your organization recognized by the Internal Revenue Service (IRS) as a not-for-profit organization? *(CIRCLE 1 OR 2.)*

   Yes 1

   No 2

3. Which of the following categories best describes your organization? *(CIRCLE CODE NUMBER OF MOST APPROPRIATE RESPONSE.)*

   Professional society or association 1

   Commercial publisher 2

   Educational institution 3

   Government agency 4

   Industry or corporation 5

   Research or other non-profit organization 6

   Other (describe): _____

   _____ 7

4. At the end of 1980, was your organization a publisher member of the Copyright Clearance Center (CCC)? *(CIRCLE 1 OR 2.)*

   Yes 1

   No 2

   If "No," please explain: _____

   _____

   _____

   _____

   _____

5. In 1980, did your organization publish at least one serial? *(CIRCLE 1 OR 2.)*

   Yes . . . . . 1 *(Continue with #6)*

   No . . . . . 2 *(Skip to #14)*

6. For each type of serial, please supply the following data, as of the end of 1980. *(INSERT APPROPRIATE NUMBER IN SPACE, ZERO (0) IF NONE.)*

Category	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) Number of serial titles published in 1980	_____	_____
b) Number of serial titles published in 1976	_____	_____
c) Number of serial titles started after 1976	_____	_____
d) Number of serial titles discontinued after 1976	_____	_____
e) Number of serial titles registered with the Copyright Clearance Center (CCC) as of the end of 1980	_____	_____
f) Number of serial titles which bore a notice of copyright in 1980	_____	_____

7. For each of the following average per-issue circulation categories, please indicate how many serial titles were published by your organization in 1980. *(INSERT APPROPRIATE NUMBER IN SPACE, ZERO (0) IF NONE. "AVERAGE PER-ISSUE CIRCULATION" IS DEFINED AS THE AVERAGE NUMBER OF COPIES DISTRIBUTED PER ISSUE IN 1980, INCLUDING PAID AND FREE U.S. AND FOREIGN SUBSCRIPTIONS, NEWSSTAND, AND SINGLE COPY SALES, AND COPIES DISTRIBUTED AS PART OF A MEMBERSHIP BENEFIT. PLEASE EXCLUDE COPIES DISTRIBUTED FOR PROMOTIONAL PURPOSES, MUTILATED COPIES, AND OTHER COPIES WHICH WERE NOT DISTRIBUTED.)*

Average Per-Issue Circulation for 1980	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) 1,000 or less	_____	_____
b) 1,001 - 3,000	_____	_____
c) 3,001 - 5,000	_____	_____
d) 5,001 - 10,000	_____	_____
e) 10,001 - 20,000	_____	_____
f) 20,001 - 50,000	_____	_____
g) 50,001 - 100,000	_____	_____
h) 100,001 or more	_____	_____
i) Total of (a) thru (h)	_____	_____

8. Please use the following table to indicate how many of the serial titles published by your organization increased or decreased in circulation between 1976 and 1980. Insert the number of serial titles in the space which corresponds to the increase or decrease. *(ONLY CONSIDER SERIALS PUBLISHED FROM 1976 THROUGH 1980.)*

Range of Increase or Decrease in Circulation Between 1976 and 1980	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) Increased more than 20%	_____	_____
b) Increased 11% - 20%	_____	_____
c) Increased 6% - 10%	_____	_____
d) Unchanged (or plus or minus 5%)	_____	_____
e) Decreased 6% - 10%	_____	_____
f) Decreased 11% - 20%	_____	_____
g) Decreased more than 20%	_____	_____

9. For each of the following individual U.S. subscription price categories, please indicate how many serial titles were published by your organization in 1980. *(AN "INDIVIDUAL U.S. SUBSCRIPTION PRICE" IS THE PRICE TO AN INDIVIDUAL IN THE U.S. FOR MAIL DELIVERY OF ONE YEAR'S WORTH OF ISSUES.* NOTE: *IF YOU MAKE A DISTINCTION BETWEEN "MEMBER" AND "NON-MEMBER" RATES, e.g., FOR SERIALS PUBLISHED BY A PROFESSIONAL SOCIETY OR ASSOCIATION, PLEASE CONSIDER THE APPROPRIATE PRICE TO BE THE NON-MEMBER RATE.)*

Individual U.S. Subscription Price Category	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) Free	_____	_____
b) $20.00 or less	_____	_____
c) $20.01 - $40.00	_____	_____
d) $40.01 - $60.00	_____	_____
e) $60.01 - $80.00	_____	_____
f) $80.01 - $100.00	_____	_____
g) $100.01 or more	_____	_____

10. For each of the following institutional U.S. subscription price categories, please indicate how many serial titles were published by your organization in 1980. *(AN "INSTITUTIONAL U.S. SUBSCRIPTION PRICE" IS THE PRICE TO AN INSTITUTION IN THE U.S. SUCH AS A LIBRARY FOR MAIL DELIVERY OF ONE YEAR'S WORTH OF ISSUES.)*

Institutional U.S. Subscription Price Category in 1980	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) Free	_____	_____
b) $20.00 or less	_____	_____
c) $20.01 - $40.00	_____	_____
d) $40.01 - $60.00	_____	_____
e) $60.01 - $80.00	_____	_____
f) $80.01 - $100.00	_____	_____
g) $100.01 or more	_____	_____

11. Please indicate, for each of the price change categories listed below, how many of your serials' institutional U.S. subscription prices changed between 1976 and 1980. *(ONLY CONSIDER SERIALS PUBLISHED FROM 1976 THROUGH 1980.)*

Institutional U.S. Subscription Price Change Category, 1976-1980	Number of Scholarly, Scientific, Technical Journals	Number of Other Serials
a) The price decreased	_____	_____
b) The price stayed the same	_____	_____
c) Increased $10.00 or less	_____	_____
d) Increased $10.01 - $20.00	_____	_____
e) Increased $20.01 - $40.00	_____	_____
f) Increased $40.01 - $60.00	_____	_____
g) Increased $60.01 or more	_____	_____

12. Please supply the following data for your organization's serial-related revenue for 1980 and 1976. The purpose of this question is to determine the proportion of total revenue which is related to royalty payments or copying fees which you collected for photocopying from serials you publish. *(INSERT DOLLAR FIGURES IN APPROPRIATE SPACES, USING "0" TO INDICATE "NONE." USE "DK" TO INDICATE "DON'T KNOW.")*

Serial Revenue Category	1980	1976
a) Gross revenue received for domestic and foreign subscription, newsstand, and other sales	$_____	$_____
b) Revenues collected from or credited to you for photocopying fees or photocopying royalties from any source (e.g., libraries, CCC, licensed agents, etc.)	$_____	$_____
c) All other serial-related revenue, e.g., advertising, reprint rights, back issue/reprint/offprint sales, society contributions, society donations, contributions from dues, etc.	$_____	$_____
d) Total = (a) + (b) + (c)	$_____	$_____

13. If in 1980 your organization received or was credited with revenues from fees or royalties for the photocopying of your serials, approximately what percent of these fees or royalties came from the following sources? *(INSERT PERCENTS IN SPACES. USE "0" TO INDICATE "NONE." USE "NA" FOR "NOT APPLICABLE.")*

Sources of Serial Photocopying Fees or Photocopying Royalties	
a) Libraries	_____%
b) Copyright Clearance Center (CCC)	_____%
c) Licensed agents	_____%
d) Other (describe) _____ . . .	_____%
e) Total	100 %

14. During 1980 did your organization sell any copies (e.g., reprints, tearsheets, offprints, photocopies, etc.) of serial articles which had originally been published by your organization? *(CIRCLE 1 OR 2. PLEASE DO NOT INCLUDE THE FREE DISTRIBUTION OF REPRINTS OR OTHER COPIES.)*

Yes . . . . . 1 *(Continue with #15)*

No . . . . . 2 *(Skip to #17)*

15. Please estimate how many copies your organization sold during 1980 of serial articles originally published by your organization. *INSERT NUMBER IN SPACE, ZERO (0) IF NONE. PLEASE GIVE THE TOTAL (C) EVEN IF YOU CANNOT PROVIDE (A) AND (B) SEPARATELY.)*

a) Number of copies sold to authors during 1980 at the time their articles were originally published . . . . . _____

b) Number of copies sold during 1980 to other buyers . . . . _____

c) Total = (a) + (b) . . . . . _____

16. Please estimate how many copies of your organization's serial articles (including reprints, tearsheets, etc.) your organization sold during 19/6. *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE.)*

Number of copies sold in 1976 . . . . . 229 . _____

17. During 1980 did your organization have any contracts, licensing agreements, or other arrangements where other commercial organizations (e.g., information brokers, document delivery services) sold copies of serial articles originally published by your organization? *(CIRCLE 1 OR 2.)*

Yes	1	*(Continue with #18)*
No	2	*(Skip to #20)*

18. Approximately how many copies of your articles were sold during 1980 via these contracts or licensing agreements with other commercial organizations? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE.)*

Number of copies sold in 1980 through contracts or licensing agreements . . . . . _____

19. During 1980, with approximately how many other commercial organizations did you have these contracts or licensing agreements? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE.)*

Number of organizations . . . . . _____

20. Did your organization receive any requests in 1980 from individuals or organizations requesting permission to make photocopies from any books or serials? *(CIRCLE 1, 2, OR 3. CIRCLE 4 IF YOUR ORGANIZATION DOES NOT CONTROL THE COPYRIGHT FOR ANY BOOKS OR SERIALS.)*

Yes	1	*(Continue with #21)*
No	2	*(Skip to #26)*
Don't know	3	*(Skip to #26)*
Not applicable	4	*(Skip to #26)*

21. Approximately how many requests for permission to make photocopies from your books or serials did your organization receive in 1980? *(A "REQUEST" IS MEASURED IN TERMS OF THE NUMBER OF ITEMS FOR WHICH PHOTOCOPYING PERMISSION WAS SOUGHT, e.g., AN ARTICLE FROM A JOURNAL, A CHAPTER FROM A BOOK, ETC. INSERT NUMBER IN SPACE, ZERO (0) IF NONE. USE "DK" IF DATA OR ESTIMATES ARE UNAVAILABLE.)*

a) Number of photocopy permission requests for books or book chapters . . . . . _____

b) Number of photocopy permission requests for serials or serial articles . . . . . _____

c) Total = (a) + (b) . . . . . _____

22. Approximately what percent (%) of the photocopying permission requests received during 1980 were from U.S. libraries? *(INSERT PERCENT IN BOX, ZERO (0) IF NONE. USE "DK" IF DATA OR ESTIMATES ARE UNAVAILABLE. USE "NA" FOR "NOT APPLICABLE.")*

a) Percent of book photocopying permission requests from libraries . . . . . _____%

b) Percent of serial photocopying permission requests from libraries . . . . . _____%

23. For serials published by your organization, was the number of 1980 photocopying permission requests greater than, less than, or about the same as photocopying permission requests received in 1976? *(CIRCLE CODE NUMBER OF MOST APPROPRIATE RESPONSE.)*

Greater than	1
Less than	2
About the same	3
Don't know	4
Not applicable	5

24. Approximately what percent of all the photocopying permission requests you received in 1980 did you grant in full vs. grant in part? *(BY "GRANT IN FULL" IS MEANT THAT YOU GAVE PERMISSION TO REQUESTORS TO MAKE AS MANY COPIES AS THEY REQUESTED. BY "GRANT IN PART" IS MEANT THAT YOU GAVE PERMISSION TO REQUESTORS TO MAKE FEWER THAN THE NUMBER OF COPIES THEY REQUESTED TO MAKE. INSERT NUMBER IN SPACES, ZERO (0) IF NONE.)*

a) Percent of requests granted in full . . . . . _____%

b) Percent of requests granted in part . . . . . _____%

c) Percent of requests not granted . . . . . _____%

d) Other (describe) _____

_____ . . . . . _____%

25. Considering only the photocopying permission requests your organization granted in 1980, approximately what percent did you grant with the understanding that a fee would be paid by the requestor? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE. USE "DK" IF DATA OR ESTIMATES ARE NOT AVAILABLE.)*

Percent of all granted requests which required payment . . . . . _____%

26. With approximately how many organizations of any type do you have "blanket agreements" or "blanket licenses" whereby these organizations need not make individual requests each time they wish to photocopy an item whose copyright you control? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE. USE "DK" IF DATA OR ESTIMATES ARE NOT AVAILABLE.)*

Number of organizations with whom you have "blanket agreements" or "blanket licenses" . . . . . _____

27. How many new book titles did your organization publish during 1980? *(INSERT NUMBER IN SPACE, ZERO (0) IF NONE.)*

Number of new book titles in 1980 . . . . . _____

NOTE: IF YOUR RESPONSE FOR #27 IS LESS THAN THREE (3), PLEASE SKIP TO #29.

28. Please supply the following data for your organization's book-related revenue for 1980 and 1976. The purpose of this question is to determine the proportion of total revenue which is related to royalty payments or copying fees which you collected for photocopying from books which you publish. *(INSERT DOLLAR FIGURES IN APPROPRIATE SPACES, USING "0" TO INDICATE "NONE." USE "DK" TO INDICATE "DON'T KNOW.")*

Book Revenue Category	1980	1976
a) Gross revenue received for domestic and foreign book sales (direct, wholesale, and retail)	$_____	$_____
b) Revenues collected from or credited to you for photocopying fees or photocopying royalties from any source (e.g., libraries, CCC, licensed agents, etc.)	$_____	$_____
c) All other book-related income, including reprint permissions; paperback, reprint, and translation rights; movie, television, and book clubs, etc.	$_____	$_____
d) Total = (a) + (b) + (c)	$_____	$_____

29. Thank you! Please return this questionnaire in the enclosed postage-paid envelope to:

King Research, Inc.
P.O. Box 71
Rockville, MD 20850

If you have any comments about copyright, or if you would like to make your opinions known concerning the five-year review of section 108 of the copyright law, please forward them directly to:

Christopher Meyer
Department D.S.
Library of Congress
Washington, D.C. 20540

COPYRIGHT OFFICE

United States Government

MEMORANDUM

LIBRARY OF CONGRESS

to:

date: August 31, 1981

from: James Barsky, Academic Press
Charles A. Butts, Houghton Mifflin Company
Irwin Karp, Authors League of America, Inc.
Rita G. Lerner, American Institute of Physics

subject: Publisher Survey

As the publisher and author representatives of the Copyright Office's Advisory Committee on Library Photocopying, we have drafted this special letter to request your cooperation in the confidential Publisher Survey which is being conducted by King Research, Inc., for the Copyright Office.

Questionnaires were mailed in June to 450 U.S. publishers of books and serials. The Copyright Office is encouraged by the response received to date. However, a number of important U.S. publishers, of which you are one, have still not responded.

If you are in the process of responding, or if you have already returned the questionnaire, we want to express our gratitude. If you have not yet responded, however, we urge you to do so. The sample for this survey is small but it has been very carefully designed to represent a cross-section of U.S. book and serial publishers, both large and small. The sample was constructed as follows:

- 50 book publishers of 10 or fewer titles per year
- 50 book publishers of 11-50 titles per year
- 50 book publishers of more than 50 titles per year
- 150 publishers of scholarly, scientific, and technical journals
- 150 publishers of other types of magazines and periodicals, including newsletters, indexes, and general audience periodicals.

We urge you to respond so that all of these categories are well-represented. In particular, we urge you to respond even if you publish only a few titles per year or even if you are not personally involved with copyright matters, including library photocopying issues.

(C-544b 1-79-100m)

You may have several reasons for not having responded yet. First, you may feel that the importance of this study does not outweigh the time required to supply the data. The study is important, it seems to us, because it will be one of the primary components of the Copyright Office's 1983 report to Congress concerning library photocopying. To the extent that the study is based on complete data, it will present to the Copyright Office, and then to Congress, the most accurate picture possible of present practices and problems in this area. The rate of response by libraries to their questionnaire has been excellent; we hope that publishers will be equally cooperative. With regard to this questionnaire, we know that filling it out requires that you apply your time and other resources to a task which is an additional burden. We appreciate this and would not ask for your assistance if we did not believe that by completing the questionnaire you will make a significant contribution to an important report.

Second, you may be concerned about maintaining the privacy of your organization's financial and legal affairs. Please note that neither we, nor the Library representatives on the Advisory Committee, nor the Copyright Office staff know which publishers have responded to to the survey and which have not. This letter, for example, was addressed and sealed by King Research. In addition, all data, when transmitted to the Copyright Office and Congress, will be reported in the aggregate so that individual publishers and individual libraries cannot be identified.

Finally, you may be concerned about the validity of the study. Please note that the sample for this study has been very carefully designed, based on the best available lists and directories of book and serial publishers. Also, the questionnaire has gone through numerous revisions and has benefitted substantially from our input and that of the other members of the Advisory Committee. We have confidence that King Research, with its excellent track record for conducting statistical surveys in the publishing and library communities, will help the Copyright Office analyze the data accurately and objectively. Should you have any questions which you would like to discuss with King Research, please call Ms. Colleen Schell at (301) 881-6766.

In closing, we simply wish to emphasize the importance of your cooperation. Much progress has been made during the past several years by publisher, author, library and user interests to help resolve copyright problems. Please help us to continue in this spirit of cooperation by filling out and returning the enclosed questionnaire by Friday, October 2, 1981.

Enclosure:
Questionnaire with return envelope

Appendix D
USER SURVEY

Page

D-1 User Survey Questionnaire 1 (administered to users upon their entry into the library)

D-6 User Survey Questionnaire 2 (administered to users when they were making their own photocopies)

USER SURVEY
QUESTIONNAIRE 1

KING RESEARCH
PROJECT 9324

QUESTIONNAIRE 1

USER SURVEY
SCREENER

CITY: _____ DATE: _____

LIBRARY NAME: _____ TIME STARTED: _____

TIME ENDED: _____

INTERVIEWER: _____

TYPE OF LIBRARY:

PUBLIC	1
ACADEMIC	2
SPECIAL (FOR PROFIT)	3
SPECIAL (NOT FOR PROFIT)	4
FEDERAL	5

LIBRARY NUMBER: _____

QUESTIONNAIRE NUMBER: _____

BEGIN INTERVIEWING HERE:

Hello, I'm _____ representing King Research, Inc. of Rockville, Maryland. We are conducting a study for the Library of Congress in Washington, D.C. and I'd like to ask you a few questions about your use of library materials. This will only take a few minutes of your time.

1. First of all, what is your age?

Under 18	1	→ (THANK RESPONDENT AND TERMINATE)
18 - 25	2	(CONTINUE WITH QUESTIONNAIRE 1)
26 - 35	3	
36 - 45	4	
46 - 59	5	
60 and over	6	
Refused	7	

KING RESEARCH
PROJECT 9324

USER SURVEY
QUESTIONNAIRE 1

2. During the past six months have you, yourself, made, ordered, or obtained any photocopies of materials from this or from any other library's collection?

Yes ..... 1 (CONTINUE WITH #3)
No ..... 2 (SKIP TO #13)

3. Would you please tell me, approximately, from how many <u>different library books</u> you obtained complete or partial copies during the past six months? (INSERT NUMBER IN SPACE, ZERO (0) IF NONE.) ..... _____

4. Would you please tell me, approximately, from how many <u>library-owned journals, magazines, or periodical articles</u> you obtained complete or partial copies during the past six months? (INSERT NUMBER IN SPACE, ZERO (0) IF NONE.) ..... _____

5. Did you make, order, or obtain copies of library materials <u>other than</u> books, journals, magazines, or periodicals during the past six months?

Yes ..... 1 No 2

IF YES, OBTAIN DESCRIPTION OF ITEM(S):

_____

_____

_____

6. Thinking back now to the <u>last</u> time you made, ordered, or obtained a photocopy of library materials, would you please tell me what <u>type</u> of item it was? (CIRCLE APPROPRIATE CODE NUMBER.)

One or more chapters from a book 1
Less than a chapter from a book 2
One or more articles from a journal, magazine, or periodical 3
Less than an article from a journal, magazine, or periodical 4
Other (describe): _____
_____ 5

7. When was this last item published?

1980 1
1978-1979 2
Before 1978 3
Don't Know 4

8. To the best of your knowledge, did this item bear a copyright notice?

Yes 1
No 2
Don't Know 3

9. Was it a work published by an agency of the United States Government?

Yes 1
No 2
Don't Know 3

10. Approximately how many pages did you copy from this item?

_____ pages

11. Approximately how many copies did you obtain of it?

_____ copies

12. Which of the following categories best describes the reason you made, ordered, or obtained this copy? (SHOW RESPONDENT CARD A.)

It was assigned reading for a course you were taking 1
It was additional or optional reading for a course you were taking 2
It was to prepare to teach a course 3
It was necessary for your job 4
It was helpful, but not necessary, for your job 5
It was for your personal use or entertainment (not for scholarly or professional purposes) 6
Other (please describe): _____
_____ 7

13. During the past six months have you ever asked <u>any</u> library to photocopy or otherwise reproduce materials <u>from its collection</u> and had your request refused?

No, all such requests have been filled 1

No, no such requests made 2

Yes (please explain) 3

OFFICE USE ONLY:

Description of circumstances of refusal: _____

_____

_____

14. a) Also during the past six months have you ever asked a library to obtain for you materials from <u>another library's collection</u>, either originals, photocopies, or other reproductions?

Yes 1

No 2

IF YES:

b) On how many occasions was your request:

1. Filled with an original which you had to return ... _____
2. Filled with a photocopy or other reproduction which you could keep ..... _____
3. Refused (please discuss) ..... _____

OFFICE USE ONLY

Description of circumstances of refusal: _____

_____

_____

15. Finally, which of the following best describes you:

Student at any institution 1

Teacher at any institution 2

Employee of the organization which runs this library 3

Other (please describe): 4

Description: _____

THANK RESPONDENT AND TERMINATE INTERVIEW.

USER SURVEY
QUESTIONNAIRE 2

KING RESEARCH
PROJECT 9324

QUESTIONNAIRE 2

USER SURVEY SCREENER

CITY: _____ DATE: _____

LIBRARY NAME: _____ TIME STARTED: _____

TIME ENDED: _____

INTERVIEWER: _____

TYPE OF LIBRARY:

PUBLIC	1
ACADEMIC	2
SPECIAL (FOR PROFIT)	3
SPECIAL (NOT FOR PROFIT)	4
FEDERAL	5

LIBRARY NUMBER: _____

QUESTIONNAIRE NUMBER: _____

BEGIN INTERVIEWING HERE:

Hello, I'm _____ representing King Research, Inc. of Rockville, Maryland. We are conducting a study for the Library of Congress in Washington, D.C. and I'd like to ask you a few questions about your use of library materials. This will only take a few minutes of your time.

1. First of all, what is your age?

Under 18	1	→ (THANK RESPONDENT AND TERMINATE)
18 - 25	2	(CONTINUE WITH QUESTIONNAIRE 1)
26 - 35	3	
36 - 45	4	
46 - 59	5	
60 and over	6	
Refused	7	

USER SURVEY
QUESTIONNAIRE 2

2. DOES THIS MACHINE DISPLAY A "NOTICE OF COPYRIGHT" OR A "COPYRIGHT WARNING" WHICH STATES THAT THE MAKING OF A COPY MAY BE SUBJECT TO THE COPYRIGHT LAW?

Yes ..... 1 No 2

BEGIN QUESTIONS HERE:

3. Would you please tell me if you are copying library materials or your own materials?

Library ..... 1 (CONTINUE WITH #4)
Own ..... 2 (SKIP TO #6)
Both ..... 3 (CONTINUE WITH #4)

4. Which of the following best describes the reason you are copying these materials? (SHOW RESPONDENT CARD A.)

It was assigned reading for a course you were taking 1
It was additional or optional reading for a course you were taking 2
It was to prepare to teach a course 3
It was necessary for your job 4
It was helpful, but not necessary, for your job 5
It was for your personal use or entertainment (not for scholarly or professional purposes) 6
Other (please describe): _____
_____ 7

5. We need to know about the type of library materials which you are copying/ have copied. I need to record information such as the year of publication and whether the work bears a copyright notice.

ITEM #	A. TYPE 1=BOOK 2=SERIAL 3=MUSIC 4=OTHER	B. PUBLICATION YEAR (USE 4 DIGITS)	C. NUMBER OF COPIES (USE 3 DIGITS)	D. COPYRIGHT NOTICE? © 1=YES 2=NO	E. U.S. GOVT. WORK? 1=YES 2=NO 3=DK
01					
02					
03					
04					
05					
06					
07					
08					
09					
10					

6. During the past six months have you ever asked any library to photocopy or otherwise reproduce materials from its collection and had your request refused?

No, all such requests have been filled 1

No, no such requests made 2

Yes (please explain) 3

Description of circumstances of refusal: _____

_____

_____

OFFICE USE ONLY

7. a) Also during the past six months have you ever asked a library to obtain for you materials from another library's collection, either originals, photocopies, or other reproductions?

Yes 1

No 2

IF YES:

b) On how many occasions was your request:

1. Filled with an original which you had to return ..... _____
2. Filled with a photocopy or other reproduction which you could keep ..... _____
3. Refused (please discuss) ..... _____

Description of circumstances of refusal: _____

_____

_____

OFFICE USE ONLY

8. Prior to making these photocopies today, would you please tell me the number of the statement which best described your reaction to seeing a copyright notice in a book, journal, or magazine which you wanted to photocopy? (SHOW RESPONDENT CARD B. IF RESPONDENT SELECTS MORE THAN ONE STATEMENT, EMPHASIZE THE NEED TO SELECT THE SINGLE BEST STATEMENT.)

I had never seen a copyright notice before 01

I'd seen copyright notices before, but I didn't know what they meant 02

I could make only one copy of the item I wanted to copy 03

I couldn't make any copies of the item I wanted to copy 04

I could only make copies if I got the copyright owner's permission 05

I could copy the item if I was going to use it for educational or research purposes 06

Other (please describe) 07

Description: _____

_____

9. Finally, which of the following best describes you?

Student at any institution 1

Teacher at any institution 2

Employee of the organization which runs this library 3

Other (please describe) 4

Description: _____

THANK RESPONDENT AND TERMINATE INTERVIEW.

On the following page is CARD A
which corresponds to Question #12
on Questionnaire 1 and Question
#4 on Questionnaire 2.

CARD A

IT WAS ASSIGNED READING FOR A COURSE YOU WERE TAKING 1

IT WAS ADDITIONAL OR OPTIONAL READING FOR A COURSE YOU WERE TAKING 2

IT WAS TO PREPARE TO TEACH A COURSE 3

IT WAS NECESSARY FOR YOUR JOB 4

IT WAS HELPFUL, BUT NOT NECESSARY, FOR YOUR JOB 5

IT WAS FOR YOUR PERSONAL USE OR ENTERTAINMENT (NOT FOR SCHOLARLY OR PROFESSIONAL PURPOSES) 6

OTHER (PLEASE DESCRIBE TO THE INTERVIEWER) 7

On the following page is CARD B
which corresponds to Question #8
on Questionnaire 2.

CARD B

I HAD NEVER SEEN A ©YRIGHT NOTICE BEFORE 1

I'D SEEN COPYRIGHT NOTICES BEFORE, BUT I DIDN'T KNOW WHAT THEY MEANT 2

I COULD MAKE ONLY ONE COPY OF THE ITEM I WANTED TO COPY 3

I COULDN'T MAKE ANY COPIES OF THE ITEM I WANTED TO COPY 4

I COULD ONLY MAKE COPIES IF I GOT THE COPYRIGHT OWNER'S PERMISSION 5

I COULD COPY THE ITEM IF I WAS GOING TO USE IT FOR EDUCATIONAL OR RESEARCH PURPOSES 6

OTHER (PLEASE DESCRIBE TO THE INTERVIEWER) 7

EXAMPLES OF COPYRIGHT NOTICES: ©or the word "copyright 19__" or an abbreviation, e.g., "copr."